



NOR-CAL VANS, INC. LIMITED WARRANTY

EFFECTIVE DATE 02/01/2009

I. WARRANTY COVERAGE

The manufacturer of your vehicle chassis modification, which is Nor-Cal Vans, Inc., a California corporation, ("Nor-Cal Vans", "we" or "us") warrants, only to the initial retail customer/user of this vehicle and not to any subsequent owner, that the steel structural floor modification (exclusive of lift mechanisms and door mechanisms, which are not warranted by us) will be free from defects in material and workmanship, under normal use and maintenance, for 36 months from the date of sale to the initial purchaser/user or 36,000 miles, whichever is sooner.

II. LIMITED WARRANTY

The obligation of Nor-Cal Vans under this Warranty is only to repair or (in our sole and absolute discretion) replace, without charge for parts or labor, as the case may be, any of our products which, after evaluation by us, is found either to have been defectively manufactured or to have been constructed with materials that do not meet our quality standards. Such repair or replacement may be made only by us or by another party specifically authorized by us in writing prior to the commencement of warranty work, and only to the extent specifically authorized by us in writing. You are responsible for presenting the product for inspection and repair at a location we specify. Replacement parts are only warranted to the conclusion of this Warranty.

III. ITEMS NOT COVERED BY WARRANTY

This warranty specifically does not extend to or include any portions of the vehicle not manufactured by us and does not cover defects in the motor vehicle in which products have been installed, modified, or defects in the product caused by a defect in any part of the motor vehicle. This Warranty is NOT intended to replace or substitute any other warranties issued by the original manufacturer of the vehicle or other suppliers of parts or components thereto. In addition, this warranty specifically does not extend to any product, which has been physically damaged or subjected to negligent abuse, improper maintenance, alteration, accident, fire, water, vandalism, volatile substances, chemical corrosion or act of nature. This warranty is void if the products or modifications have been altered in any respect or if proper maintenance recommended by the manufacturer is not followed. This warranty does not cover rental cars, towing service, purchaser/user lost time or lodging costs from a defect. Expenses of transporting the vehicle to us or back to the purchaser/user are not covered by this warranty, and we specifically disclaim any responsibility for incidental or consequential damages arising from any alleged defect in our product. Warranty applies to the original purchaser only.

IV. WARRANTY PROCEDURE

Claims under this Warranty must be made in writing and received by us at the address shown on the attached claim form prior to the expiration of the sooner 36,000 miles on the odometer or 36 months from the date of original purchase.

V. COMPLETE WARRANTY

THIS LIMITED WARRANTY IS EXCLUSIVE AND IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES INCLUDING THE WARRANTY OF MERCHANTABILITY AND THE WARRANTY OF FITNESS FOR ANY PARTICULAR PURPOSE, AND OF ALL OTHER OBLIGATIONS OR LIABILITIES ON THE PART OF NOR-CAL VANS.

NO PERSON HAS ANY AUTHORITY TO MAKE ANY REPRESENTATION OR WARRANTY ON BEHALF OF NOR-CAL VANS BEYOND THE EXPRESS SCOPE OF THIS WARRANTY AND MAY ONLY REFER THE PURCHASER/USER TO THE PROVISIONS OF THIS WARRANTY.

PLEASE CONTACT YOUR MOBILITY DEALER FOR WARRANTY CLAIMS:

DEALER NAME: _____

CONTACT PERSON: _____

ADDRESS: _____

PHONE NUMBER: _____ **PURCHASE DATE:** _____



Warranty Registration Form

SELLING MOBILITY DEALER:

Company Name: _____ *Phone:* _____
Attention: _____
Address: _____
City: _____ *State:* _____ *Zip Code:* _____
Vehicle Description: _____ *VIN#* _____
Releasing Salesperson (Please print) _____
Releasing Salesperson (Signature) _____

RETAIL PURCHASER:

Customer Name: _____ *Phone:* _____
Street Address: _____
City: _____ *State:* _____ *Zip:* _____
Vehicle Delivery Date: _____ *Current Mileage:* _____
Customer Signature: _____

I certify that I have been instructed on the proper use and operation of the quick disconnects seat bases and the electrical receptacles for the seat base:

Customer Signature: _____ *Date:* _____

This Warranty Registration Form must be returned to Nor-Cal Vans to activate the warranty. Please mail or fax to:

Nor-Cal Vans, Inc.
Attn: Steve Bennett
1300 Nord Ave.
Chico, CA 95926
Fax: 530-343-9347

Warranty Claim Form

To ensure the warranty process goes smoothly, please provide all of the information requested on this form. Our dealers must inspect, diagnose and repair the Nor-Cal Vans product correctly the first attempt. If you cannot find fault with the Nor-Cal Vans product, do not attempt to guess at the repair. Nor-Cal Vans Warranty Support will pay you a 1/2-hour to file a claim of "no problem found" with a description of the end user's complaint.

- Please call Nor-Cal Vans Warranty Support at 866-892-0150 after 20 minutes of searching for the Issue as our technical staff may have a good idea of where to look from our vast experience with our Products.
- All claims will be researched before payment. Any discrepancies will be returned to sender and will Need to be cleared through our production manager.
- When seeking to be reimbursed for labor, the Nor-Cal Vans invoice can be submitted with the dealer Work order/invoice. Any deviation from the approved form or missing information will result in a Decreased Nor-Cal Vans warranty labor reimbursement rate of \$65 per hour.
- Excessive labor hours requested will not be allowed.
- Mileage must be given at the time of request for labor.
- Labor warranty does not cover normal maintenance, service or periodic adjustments necessitated by Use or wear.
- All warranty claims must be submitted with a Nor-Cal Vans Warranty Claim Report form.
- Terms subject to change.

NOR-CAL VANS DEALER:

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|------------------------------|---------------|------------------|
| <i>Company Name:</i> | <i>Date:</i> | |
| <i>Contact Person:</i> | <i>Phone:</i> | |
| <i>Address:</i> | | |
| <i>City:</i> | <i>State:</i> | <i>Zip Code:</i> |
| <i>Vehicle Description:</i> | <i>VIN:</i> | |
| <i>Servicing Technician:</i> | <i>Fax:</i> | |

RETAIL PURCHASER:

| | | |
|---------------------------------|-----------------------------|------------------|
| <i>Customer Name:</i> | <i>Phone:</i> | |
| <i>Street Address:</i> | | |
| <i>City:</i> | <i>State:</i> | <i>Zip Code:</i> |
| <i>Current Mileage:</i> | | |
| <i>Original Invoice Number:</i> | <i>Warranty Start Date:</i> | |
| <i>Customer Signature:</i> | <i>Date:</i> | |



WARRANTY CLAIM REPORT FORM

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|-----------------------------|---------------|
| <i>Service Center Name:</i> | <i>Phone:</i> |
| <i>Contact Name:</i> | <i>Fax:</i> |
| <i>E-mail Address:</i> | |

PROBLEM/COMPLAINT:

CAUSE OF PROBLEM/COMPLAINT:

REMEDY:

LABOR LOG:

| DATE | LABOR TIME: IN | LABOR TIME: OUT |
|------|----------------|-----------------|
| | | |
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Nor-Cal Vans, Inc. Attn: Warranty Dept. 1300 Nord Ave. Chico, CA 95926 FAX: 530-892-0259 PHONE: 866-892-0150