

WARRANTY

HENAN MULTISTAR PARTS CO., LTD.

Warranty Terms : Spare parts

Spare parts for transport refrigeration units and bus air conditioner units warranty

Please provide product serial number, invoice number, and photos for warranty claim.

Email:

info@multistar-parts.com

Web:

www.multistar-parts.com
www.multistarcold.com

Tel/Whatsapp:

+8619137482262

WARRANTY

About Multistar Parts Co., Ltd Warranty

Multistar Parts Co., Ltd. aims to produce high-quality spare parts, provide customers with a safe and reliable maintenance environment, and offer dealers cost-effective and reliable solutions.

Warranty Information

This spare part enjoys a 12-month warranty starting from the date of shipment.

The warranty covers manufacturing defects only. It does NOT cover damage caused by improper installation, overloading, accidental collision, improper maintenance, normal wear and tear, or modification without authorization.

If any quality problem confirmed within the warranty period, we will provide replacement parts accordingly. Freight costs arising from warranty service shall be negotiated separately by both parties.

Warranty for Spare parts Conditions:

Multistar Parts provide professional air conditioning accessory systems for all types of buses, including Bock/Bitzer/Valeo/EBM/SPAL/Hipacold/Spheros/etc. We also provide aftermarket and genuine parts for Carrier Transicold/Thermoking.

- 1.. Object Warranted : Only the parts supply by Multistar Parts company.
2. Items Warranted: Warranty It only covers defects and malfunctions of the product itself., not caused by man-made damage
3. Warranty Rules: Whether the products are in the warranty is judged by Multistar Parts or its authorized dealers according to the warranty rules; clients have the right to appeal the result

4. Rights and Duty

4.1 This rule is valid from the date of shipping, Multistar Parts and its authorized dealer have the right to modify the rules.

4.2 The clients have the duty to monitor Multistar Parts and its service dealers, and cooperate to meet the reasonable requests of Multistar Parts.

4.3 Please show the requested warranty certificate (ID of vehicle owner, licence or invoice of purchasing, "product warranty manual") . Without the certificate or with no clear label to specify the rights of the warranted owner, Multistar Parts and its dealer have the rights to refuse the warranty.

4.4 Users in the warranty activity should cooperate with Multistar Parts and its authorized dealers to solve the fault. Damages caused by the delay of the user or other reasons caused by force majeure, Multistar Parts won't accept the loss and keep the right to get compensation.

This warranty shall not be valid when the reported faults are as a consequence of inaccurate usage or wrong handling.



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