

1. Terms and conditions customer repair costs Workshop Parts Waregem

1. Customer wants an offer and will have the repair carried out

When a customer wants an offer, the technician will measure/test and disassemble the part in order to detect any damage to it.

An estimate is drawn up and sent to the customer to confirm the cost of the part to be repaired.

The customer gives a "GO" for the repair, this is carried out in accordance with the created offer "WITHOUT" extra costs.

2. Customer wants an offer and will "NOT" have the repair carried out and will "NOT" buy an exchange or new part from TVH

When a customer wants an offer, the technician will measure/test and disassemble the part in order to detect any damage to it.

An estimate is drawn up and sent to the customer to confirm the cost of the part to be repaired.

The customer gives a "NO GO" for the repair, this is "NOT" carried out in accordance with the created offer. Consequently, no extra costs will be charged, but some groups fall outside this rule.

The following product groups involve additional costs due to the labour-intensive operations that must be carried out in order to correctly assess the part.

FREE	ON A TIME AND EXPENSE BASIS
Hydraulic cylinder	Drive axle
Steering axle	Hydrostatic drive
Hydraulic valve	Transmission
Solenoid valve	
Electric motor	
Wheel reductor	
Differential	
Hydraulic pump assy	
Hydraulic pump	
Orbitrol unit	
Torque converter	

2. Customer wants an offer and will "NOT" have the repair carried out but "WILL" buy an exchange or new part from TVH

When a customer wants an offer, the technician will measure/test and disassemble the part in order to detect any damage to it.

An estimate is drawn up and sent to the customer to confirm the cost of the part to be repaired.

The customer gives a "NO GO" for the repair, this is "NOT" carried out in accordance with the created offer. If the customer does buy a replacement part for the part to be repaired, this additional cost will not be charged for neither a NEW nor an EXCHANGE part.

2. Conditions for testing a part at Parts Workshop Waregem

1. The customer brings in a part to have it tested

When the customer brings in his part for testing, we charge a one-off fee. Expensive testing is carried out on a time and expense basis.

Below you can find the rates that are charged for carrying out the tests per product group.

€ 75	€ 125	ON A TIME AND EXPENSE BASIS
Hydraulic cylinder	Hydraulic valves with front wheel drive	Hydrostatic drive
Hydraulic valves	Electric motor	Transmission
Solenoid valves	Wheel reductor	
Electric motor		
Wheel reductor		
Hydraulic pump assemblies		
Orbitrol unit		
Steering axle		

2. The customer brings in a part to have it tested and decides afterwards to have it repaired

When the customer brings in his part for testing, we charge a one-off fee. Expensive testing is carried out on a time and expense basis. If a problem is found and the customer wants to have this part repaired by us, the test costs are dropped(*) in the event of repair by TVH.

(*) the costs are dropped in accordance with the "Terms and conditions customer repair costs Workshop Parts Waregem" (point 1).



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