

ROADWIN 3-YEAR MANUFACTURER'S WARRANTY

1. Warranty validity

ROADWIN provides a 3-year manufacturer's warranty for all ROADWIN spare parts purchased from May 1, 2025. The warranty applies to both traders and service centers or vehicle owners who have purchased and installed the part. The warranty period starts from the date of installation in the vehicle, or — if the installation date is unknown — from the date of purchase. The applicant must support the warranty claim with relevant documentation.

2. Warranty coverage

The warranty covers only original material and manufacturing defects—i.e., flaws that existed at the time of sale. A defect is considered warrantable if the part does not meet the agreed or standard quality and functionality criteria. The applicant must prove the existence of such a defect using purchase and installation documents and (if requested) submit the part for expert evaluation.

3. Warranty execution

If a warranty case is confirmed, ROADWIN reserves the right to choose one of the following remedies:

- Replace the defective part free of charge with a new or refurbished (repaired) part.
- Refund the product value as indicated in the purchase documents.

The replacement part will serve the same function and be of equal quality but may differ in model or batch. The warranty does not cover additional costs such as installation, removal, transport downtime, or other indirect losses.

4. Warranty exclusions

The warranty does not apply if the defect was caused by:

- Normal wear and tear or natural aging;
- Improper installation, unprofessional work, or failure to follow instructions;
- Transport damage, improper storage, or climate conditions;
- Use in an unsuitable vehicle or not according to the intended purpose;
- Unauthorized structural modifications, tampering with seals, or removal of serial numbers;
- Accidents, extreme conditions, or *force majeure* events.

5. Claim submission procedure

To submit a warranty claim, the customer must complete the online form at jupojostechnika.eu/en/claim-reports

In case of questions, contact: warranty@roadwin.eu

Claims are reviewed, and a response is provided within 14 days.

ROADWIN may request the product for physical inspection. The item must be delivered to the seller. In specific cases, if a courier is used, shipping costs are covered by the customer. If the warranty claim is approved, the shipping cost will be reimbursed. For unfounded claims, a €100 administrative fee may apply.

6. Warranty limitations and rights

The warranty applies only to the original claimant. It does not extend the overall warranty period or start a new cycle for the replaced part. This warranty does not affect the buyer's statutory rights under national law. Lithuanian law applies. ROADWIN reserves the right to update these terms — the latest version is available at www.roadwin.eu.

7. Warranty provider

The warranty is provided, and the inspection is carried out by the trademark owner ROADWIN – UAB „Jupojos technika”, Company Code 145409974, VAT Code LT454099716, Sodo g. 35B, Šiauliai LT-76181, Lithuania.