

Falcon Truck Bodies Warranty Policy & Procedures

IMPORTANT WARRANTY PROCEDURES

This policy applies to all products manufactured by **Falcon Truck Bodies ("Falcon")** and is issued to clarify warranty claim procedures and reimbursement requirements.

This document accompanies all Falcon quotes, invoices, and sales documentation.

Failure to follow these procedures may result in **denial of warranty coverage or reimbursement**.

Pre-Authorization Required

All warranty repairs **must be approved in writing by Falcon prior to any work being performed**.

The following information must be submitted before authorization will be issued:

- Falcon body serial number or build identification
- Vehicle VIN
- Description of the issue
- Photographs of the defect
- Estimated labor hours
- Estimated parts required

Falcon will issue a **Warranty Authorization Number** if the repair is approved.

Repairs performed without Falcon authorization will not be reimbursed.

Labor Reimbursement Policy

Falcon will reimburse warranty labor **at a maximum rate of \$90.00 per hour**.

Labor rates exceeding \$90/hour are the responsibility of the servicing dealer or customer unless **explicitly approved in writing by Falcon prior to repair**.

Falcon reserves the right to determine **reasonable labor time for warranty repairs**.

Labor hours exceeding Falcon's approved amount **will not be paid**.

Parts Replacement Policy

Falcon reserves the right to determine the appropriate repair method, including:

- Repair of the original component
- Replacement of defective parts
- Replacement of assemblies

Falcon may require defective parts to be **returned for inspection**.

Failure to return requested parts may result in **denial or chargeback of the warranty claim**.

Claim Submission Requirements

Warranty claims must be submitted within **10 business days of repair completion** and must include:

- Falcon warranty authorization number
- Detailed repair invoice
- Labor hours performed
- Parts replaced
- Photographs of repair

Incomplete claims may be rejected.

Authorized Repair Locations

Falcon reserves the right to require warranty repairs to be performed at:

- A Falcon authorized distributor
- A Falcon approved repair facility
- Falcon factory service

Unauthorized repair locations may result in **limited reimbursement or claim denial**.

Freight Inspection & Damage Policy

All Falcon Truck Bodies products must be **inspected immediately upon delivery**.

The receiving party is responsible for carefully inspecting the shipment for **any visible damage, shortages, or freight-related issues** before signing the **Bill of Lading (BOL)**.

Damage Reporting Requirements

If freight damage is discovered at the time of delivery:

- The damage **must be clearly noted on the Bill of Lading (BOL)** at the time of delivery.
- The driver must acknowledge the damage before the shipment is accepted.
- Photographs of the damage should be taken immediately.
- Falcon must be notified within **48 hours of delivery**.

This documentation is required in order for Falcon to file a claim with the freight carrier.

Failure to Note Damage

If freight damage is **not documented on the Bill of Lading at the time of delivery**, the freight carrier will typically deny the claim.

As a result: **Falcon Truck Bodies cannot assume responsibility for freight damage that was not documented on the delivery receipt or BOL.**

Damage not properly recorded at delivery **will not qualify for warranty coverage or replacement.**

Concealed Damage

If concealed freight damage is discovered after delivery:

- Falcon must be notified within **48 hours of delivery**
- Photos of the damage must be provided
- All packaging materials must be retained for inspection by the freight carrier

Failure to report concealed damage within this timeframe may result in **claim denial by the freight carrier and Falcon.**

Responsibility After Delivery

Once the shipment is accepted and signed for without notation of damage, the product is considered **received in acceptable condition**.

Any freight-related damage discovered afterward becomes the responsibility of the receiving party. Falcon is not responsible for damage caused during unloading, storage, or handling after delivery.

Items Not Covered Under Warranty

Warranty does **not** cover:

- Travel time or service call charges
- Transportation or freight costs
- Diagnostic time not directly related to repair
- Downtime or rental equipment
- Loss of use of the vehicle

Warranty Abuse Protection

Falcon reserves the right to deny or charge back any warranty claim involving:

- Inflated labor hours
- Unauthorized repairs
- Misrepresentation of failure
- Non-Falcon replacement parts

Submission of fraudulent claims may result in:

- Denial of future warranty claims
- Revocation of distributor authorization

Falcon Truck Bodies Warranty Department

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Falcon Truck Bodies

This document contains official Falcon Truck Bodies warranty policies and sales terms.

Unauthorized warranty repairs may not be reimbursed.

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