



## Milestone Parts (Pty) Ltd

Reg No: 2016/386857/07

VAT No: 4490283738

Tel: +27 10 900 3315 | Cell: +27 79 589 8218

Email: [olido@msparts.co.za](mailto:olido@msparts.co.za)

## PARTS WARRANTY

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This warranty covers defects in material or workmanship under normal use during the applicable warranty period. During that period, Milestone Parts will repair, replace, or credit any part that proves defective due to faulty material, design, or specification, subject to the terms below.

This warranty is not an automatic claim against Milestone Parts, but an investigation to determine the cause of failure and establish responsibility for repair or replacement of the failed part.

### GENERAL PARTS WARRANTY

All new replacement parts (excluding electrical parts and glass) are warranted to be free from defects in material and workmanship under normal use and service.

The warranty period is limited to 6 months or 1000 hours, whichever occurs first, from the invoice date, unless otherwise specified.

### DIESEL ENGINE AND DRIVE TRAIN PARTS

All new diesel engine and drive train parts are warranted to be free from defects in material, design and specification under normal use and service.

The warranty period is limited to 6 months or 1000 hours from installation, whichever occurs first, and shall not exceed 12 months from the invoice date, unless otherwise specified.

### GROUND ENGAGING TOOLS (GET)

All ground-engaging tools and bucket protection parts are warranted against breakage during normal use for the usable life of the product.

This warranty is limited to the replacement of the failed part and excludes labour, consequential damage, or additional parts.

### UNDERCARRIAGE PARTS

All undercarriage parts are warranted to be free from defects in material, design, or specification under normal use and service.

The warranty period is limited to 6 months or 1500 hours, whichever occurs first, from the invoice date, unless otherwise specified.



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### EXCLUSIONS

Milestone Parts will not be held responsible for:

- Any parts that have been altered, misused, or physically damaged.
- Warranty claims from third parties, as coverage is limited to the original purchasing Customer and is non-transferable.
- Any additional warranties beyond those explicitly stated, including implied warranties of merchantability or fitness for a particular purpose.
- Processing of claims where the Customer's account is not in good standing.
- Products that have been resold, which will void any applicable warranty.
- Any indirect, incidental, or consequential damages or costs.
- Labour, travel, or transport expenses associated with repairs or replacements.
- Issuing cash refunds; resolutions will be limited to credit or replacement.
- Electrical Parts, which are excluded from standard warranty but may be reviewed on a case-by-case basis.
- Glass-related products, which are not covered under warranty.
- Returns that do not meet condition requirements or fall outside acceptable timeframes, at Milestone Parts' discretion.

### WARRANTY PROCEDURE

1. Milestone Parts must be notified by phone or email of any warranty request. The invoice number and Customer order number are required before Milestone Parts can respond. Failure to provide this information may result in rejection of the claim.
2. A completed warranty claim form must be submitted within 7 days.
3. Once notification has been received, Milestone Parts may require the parts to be returned for inspection to determine the cause of failure. Failed parts must be properly packaged when returned for inspection.
4. If the unit is an urgent breakdown, the Customer must provide an order number for the replacement part while the investigation takes place.
5. If the Customer's view and Milestone Parts' view on the cause of failure differ, a neutral third party may be called in to assess the failure and provide a report.
6. If Milestone Parts determines that additional information or related or damaged parts are required to properly evaluate the failure, the Customer will be notified. Failure to cooperate or provide the requested parts may invalidate the claim due to insufficient information.



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7. Photos or videos may be required, if possible, where the part is still in use, and this could positively influence the outcome of the claim.
8. After a full investigation, if Milestone Parts determines that the part is faulty and the warranty claim is approved, settlement will be made by Milestone Parts in the form of a replacement part or account credit. If a claim is denied, all products submitted for examination will be retained by Milestone Parts for 30 days after the denial date and may thereafter be discarded.

### NOTES

- Other than Milestone Parts, no other personnel are authorised to bind Milestone Parts for warranty coverage.
- Coverage applies only to the initial user of the part for the duration of the applicable warranty period and does not extend to subsequent owners or users.
- Milestone Parts reserves the right to inspect all parts subject to a claim, as well as any related parts that may have contributed to, or been affected by, the failure of the claimed part.
- Milestone Parts reserves the right, at its discretion, to repair, replace, or issue a credit for the failed part. Any replacement or credit will be based on the original invoiced value.
- OEM maintenance procedures must be followed at all times.
- For assemblies or parts supplied in sets (including liner kits, bearing kits, or any parts designed to operate as a set), all associated parts must be purchased from Milestone Parts in order for the claim to be valid.
- It remains the Customer's responsibility to confirm that all parts are correct prior to installation.
- Any parts damaged in transit must be reported within 3 days of delivery.