

PARTS WARRANTY POLICY

PO230007 - REV. 3

All parts sold by Prevest Parts will be warranted to be free from defects in material and workmanship for a period of minimum 6 months*. Any repair performed in a Prevest branch will be warranty for a period of minimum 12 months including parts and labor. Some components may have coverage beyond the above. Please contact the Prevest Warranty department for coverage details, by phone at 1-866-870-2046 or by E-mail at prevost.onlinewarranty@volvo.com

The claim type “Parts Warranty” is often misunderstood. Before submitting a claim, you must make sure that the claim respects the following pre-requisites:

- Parts warranty starts at the date of purchase, not the installation date
- You must have two purchases of the failed component in your Prevest’s account
- You must have paid for both purchases (not previously paid by Prevest warranty)

Parts Warranty Policy

- Subsequent damages of a failed component are only covered if installed by an authorized Prevest service shop.

The following examples are **NOT** “Parts Warranty” claims

- Transportation damages
 - You must contact Prevest Parts directly to get a replacement part
- Incorrect part received
 - You must contact Prevest Parts directly to get a replacement part
- Missing parts at vehicle delivery
 - You must contact the sales department to have the parts shipped at no charge
- Part failure for vehicle out of warranty
 - Only the part previously replaced at customer’s expense are covered by parts warranty

*****Please note that all parts bought on or after August 13th 2018 are now covered for a period of 12 months. Everything bought prior to this date follows the previous coverage.*****

*Labor is covered only if installed by Prevest or a Prevest Service Provider.