



TruckChef 3 Year Warranty

All TruckChef microwave units purchased from 1st January 2024 come with a 3 year, return to base function warranty.

This Includes the following;

- 3 year return to base warranty on your TruckChef unit.
- Insured carrier pick up from any UK mainland location.
- Inspection, repair / replacement within 5 working days*
- Insured next working day delivery back to you.

Terms and Conditions of Standard Plan

Warranty runs from the date the unit is fitted to the vehicle. This plan is 3 years in total.

No labour costs are claimable and will not be paid by Kuda UK. It is the responsibility of the customer to remove and re-install the unit and pay any associated costs.

Customer is required to securely box the unit and ensure it is packaged sufficiently for carrier transit. Kuda UK will not cover any transit damaged caused by insufficient packaging. Collection offered from UK mainland addresses only.

Telephone troubleshooting of the problem will be attempted prior to instructing customers to remove the unit. All units which are returned must be done so with a returns authorisation number, which is to be obtained by contacting Kuda UK customer services.

*5 working day turnaround time may increase at peak times. Any extended lead times will be advised to the customer within this time frame.

This warranty runs in conjunction with our standard sales terms and conditions in particular Sub-clauses 14.6, 14.7 and 14.8 which are described below;

14.6 The product is removed from the vehicle by the customer, this is then collected by a carrier (arranged and paid for by Kuda UK LTD) to be returned to Kuda for inspection, repair or replacement. The rectified item is then sent back to the customer (paid for by Kuda UK LTD) for re-fitment.

14.7 The customer can bring the vehicle or item to Kuda UK LTD, Crowcroft Road, Ipswich, IP7 7HA for rectification while they wait (where possible). This should be booked prior to arrival to ensure availability of parts and services.

14.8 Our standard warranty (as noted above), does NOT cover the following additional costs which may be incurred;

- Labour time to remove or re-install the product (unless the claim is directly related to a part which was fitted by Kuda UK's engineers).
- Paint or Sign Writing Costs.
- Bodywork repair.
- Third party travel costs.
- Vehicle Off Road (VOR) costs eg. Loss of work or earnings.

Full sales terms and conditions are available here - <https://www.kudauk.ltd.uk/help/terms>

**WARNING - TAMPERING OR ALTERING THE MICROWAVE IN ANY WAY
WILL VOID THE WARRANTY.**