

mitsukoshi

mitsukoshi MOTORS PHILS., INC.

WARRANTY SECTION

Significance

1. Warranty may serve as signals of good quality.
2. It gives assurance for the customer that the product the customer purchased has a service contract.
3. It serves as a connection between the Company and the customer to build a good relationship.

WARRANTY PERIOD

In general, the warranty period is 6,000 kilometers or 6 months, whichever comes first. However, for Jet 4 unit, the warranty period is 12,000 kilometers or 12 months, whichever comes first.

WARRANTY LIMITATION ON THE FOLLOWING PARTS FOR BRAND NEW MOTORCYCLES.

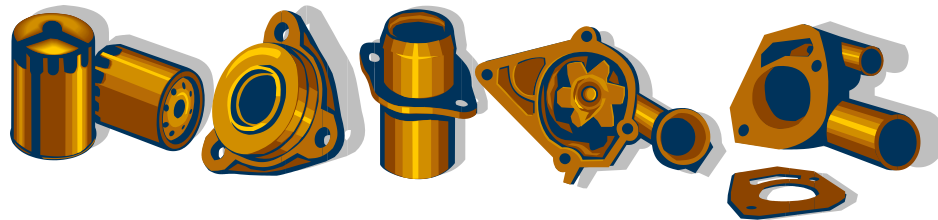
Warranty start from date of release

BODY PARTS AND ACCESSORIES

▶	BATTERY	1 MONTH
▶	SWITCHES AND GASKETS	1 MONTH
▶	ELECTRICAL PARTS	3 MONTHS
▶	FRAME PARTS	3 MONTHS

ENGINE PARTS

WARRANTY FOR ALL ENGINE PARTS SHOULD BE 6 MONTHS, OR SIX THOUSAND KILOMETERS, WHICH EVER COMES FIRST.



General Policy

- The ***person who purchased*** the unit through Mitsukoshi Motors is the only person will be known as the valid owner and eligible for the warranty services.
- To avail the services, the customer or valid owner must bring the ***Warranty Certificate*** and ***coupon*** whenever requesting for warranty service.
- The Company has the right of option to ***replace, repair, or disapprove*** warranty services.

Warrantable Restrictions and Exclusions

These are the factors that may affect the INVALIDATION of the warranty:

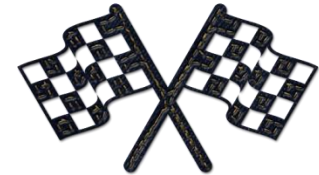
- ❑ User's negligence, mishandling, and inappropriate use.
- ❑ Any form accident that may cause deformation damage, and malfunction



Warrantable Restrictions and Exclusions

These are the factors that may affect the INVALIDATION of the warranty:

- ❑ **Racing and Competition**



- ❑ **The customer use other parts other than MMPI genuine parts**



Warrantable Restrictions and Exclusions

These are the factors that may affect the INVALIDATION of the warranty:

- ☐ Changes or alteration



- ☐ Tampering or unauthorized removal or disjoining of sensitive parts



Warrantable Restrictions and Exclusions

These are the factors that may affect the INVALIDATION of the warranty:

☐ Natural deterioration



☐ Consumable Materials



Warrantable Restrictions and Exclusions

Unwarrantable Parts

1. Spark plug
2. Fuses
3. Brake Shoes and Brake Pads
4. Cables
5. Tires
6. Interior Tubes
7. Oil filter elements
8. Bolts, Nuts, and Washer
9. Rubber and Plastic Parts
10. Wheel Spokes
11. Side Mirrors
12. Other items specified by MMPI

Warranty Claim Process

Warranty Claim Process

CUSTOMER

1. The customer must **bring** the *warranty service coupon* and *warranty booklet* for validation.
2. The customer must **fill out** the necessary items in the coupon.

Warranty Claim Process

BRANCH

1. The branch will entertain and accommodate the customer, as he demands for either warranty service or warrantable parts.

Warranty Claim Process

BRANCH MECHANIC

- Factory Defects versus Physical Defects.
- **Check** the motorcycle unit properly.
- If certain **parts** of the motorcycle unit were found defective, the Branch Mechanic will accomplish a *Warranty Claim Report*.
- If the customer demands for **warranty service**, the Mechanic will inspect and repair the specific parts of the motorcycle unit.

MITSUKOSHI MOTORS PHILS.,INC.

WARRANTY CLAIM REPORT [VCR]

DATE COMPLAIN:

VCR NUMBER:

BRANCH DETAILS:

NAME:		CODE:	
ADDRESS / CONTACT NUMBER:			

MOTORCYCLE DETAILS:

BRAND:	
MODEL:	
COLOR:	
ENGINE #:	
CHASSIS #:	
DATE RELEASED:	
ACTUAL MILEAGE:	

CUSTOMER DETAILS:

NAME:	
ADDRESS / CONTACT NUMBER:	

COMPLAINT(S):

<input type="checkbox"/> ENGINE	<input type="checkbox"/> APPEARANCE
<input type="checkbox"/> FRAME	<input type="checkbox"/> OTHERS:
<input type="checkbox"/> ELECTRICAL	SPECIFY:

DETAILS OF DEFECT / CAUSE OF MALFUNCTION / ILLUSTRATION / REMARKS:

AFFECTED PART(S):

ITEM DESCRIPTION	QUANTITY	UNIT

BRANCH / DEALERS RECOMMENDATION:

OWNER'S SIGNATURE OVER PRINTED NAME / DATE:

BRANCH MECHANIC SIGNATURE OVER PRINTED NAME / DATE:

BRANCH MANAGER (RECOMMENDING APPROVAL
SIGNATURE OVER PRINTED NAME / DATE:

FOR HEAD OFFICE USE ONLY:

<input type="checkbox"/> APPROVED
<input type="checkbox"/> DIS-APPROVED
<input type="checkbox"/> LACK OF DETAILS

APPROVED BY:

SIGNATURE OVER PRINTED NAME / DATE

REMARKS / RECOMMENDATION:

Warranty Claim Process

BRANCH MANAGER

1. The Branch Manager will **approve or disapprove** the request considering the recommendations of the Branch Mechanic.
2. The branch manager connects to either nearest branch or Technical and Services Department.
3. Since, our Company consists of only one Technical and Services Department (TSD) located at the Head Office, the other branches will **scan or transmit** the accomplished Warranty Claim Report forwarded to TSD.

Warranty Claim Process

TEACHNICAL AND SERVICES DEPT.

1. As the Warranty Claim Report has been accomplished, personnel from Technical and Service Department will immediately respond for the request. (Must check the Warranty Booklet for guidance.)
 2. Delivery depends on the availability of parts and location.
 3. As soon as the department received the scanned files, they will prepare the parts and provide Merchandising Transfer Report (MTR). Transferring of motorcycle parts occurs through LBC.
- *Merchandising Transfer Report* – proof of transferring of parts to the particular branch.

Warranty Claim Process

RELEASE/REPAIR

- The customer meets satisfaction because of the service and warranty repairs.

Proper claiming of warranty

- ❖ Follow the warranty claim policy. (Please refer to our warranty policy for complete instructions)
- ❖ Upon claiming warranty parts, be sure to bring the defective part/s for evaluation, technical reports and inventory. If not, in other cases, be sure to return the defective part/s after replacement immediately.

- ❖ In order to avoid waste of time and disapproval of your warranty claims, follow all the instructions and make sure that the parts are still on its warranty period based on our warranty policy.
- ❖ **SPECIFIED PARTS WILL UNDER GO EVALUATION BEFORE APPROVAL OF TECHNICAL SERVICE DEPARTMENT.**

The end