

High Level Enterprises, Inc.
1060 E Waterford Street
Wakarusa IN 46573

STRUCTURAL BODY WARRANTY INFORMATION

(Bus & HLE Built Body)

5 Years / 100,000 Miles Limited Warranty

What Is Covered: High Level Enterprises, inc., (referred to hereafter as “HLE”) warrants to the original retail purchaser that your HLE unit shall, under normal use and service, be free of substantial defect in materials or workmanship which are attributable to us and which you report to us within the warranty period. The warranty period with respect to the body components extends five (5) years or 100,000 miles. If the vehicle is purchased based on DOT custom warranty, the warranty declaration issued with the Bid prevails. Additionally, all vehicles equipped with the Huber Industrial panel sub-floor have a separate sub-floor seven (7) year warranty against rot and water damage. Replacement parts provided under the terms of the warranty agreement will, whenever possible, match the original equipment. When necessary, HLE will substitute parts of comparable function and value. The dealer will complete the warranty registration form with the customer to register with HLE and validate the warranty. The dealer will be expected to submit the registration to the warranty administrator at HLE no later than 30 days after the date of sale. The warranty starts on the date of the sale.

What Is NOT Covered: This warranty does not cover aesthetics or physical appearance over time, normal wear and tear, or maintenance items, or any damage, failure or loss caused by:

- Accident, misuse, neglect, abuse, vandalism. This includes mishandling in transit, if a customer picks up vehicle at HLE, Inc.
- Acts of nature, civil unrest or government actions including acts of war.
- Customer’s failure to follow instructions as listed in the Standard Operating Procedure and/or Owner’s Manual. (Operator Error)
- Appliances and other installed parts are warranted through their respective manufacturer. The customer is responsible for sending in warranty cards and/or registering online for all individual appliances and parts installed in the vehicle in order to activate the manufacturer’s warranty. These items will need to be handled between the customer and the manufacturer of the appliance. Refer to applicable appliance manuals (these will be in the vehicle upon purchase).
- Corrosion due to road chemicals.
- Damages as a result of lack of customer maintenance. For example, Lack of routine maintenance of the roof sealant. The roof is to be inspected and resealed as necessary at least once every 6 months. Another example would be any damage to plumbing due to no winterization or improper winterization of the unit when frigid temperatures require winterization. Any damages and/or parts needed would be solely the customer’s responsibility. Proper preventative maintenance of the interior and exterior is the responsibility of the owner of the vehicle.
- Modifications that alter the units original build are subject to void the HLE warranty.

What High Level Enterprises, Inc. (HLE, Inc.) Will Do to Correct Defects: During the warranty period, HLE Inc. will, at its option, repair or replace any part that may prove to be defective due to materials or workmanship under normal use. Normal wear and tear are described as the deterioration of a part or material beyond the manufacturer's specified tolerances that occur naturally over time and under normal operating conditions. Normal wear and tear would be the responsibility of the customer.

Additional Terms and Conditions: HLE, Inc. reserves the right to make changes and improvements to the HLE, Inc. vehicle and equipment without incurring any obligations to make changes and improvements to previously purchased HLE, Inc. products and equipment. The Customer is responsible for extra expenses such as transportation to and from Elkhart, Indiana or an authorized service center, loss of time, loss of pay, loss of use of the vehicle, inconvenience, commercial loss, towing charges, bus fare, vehicle rental, incidental charges such as telephone calls or lodging bills, or other incidental or consequential damages (other than injury to the person).

Replacement parts are available for a minimum of two (2) years beyond the manufacturer's warranty period. Please contact HLE warranty's department directly for assistance.

This written statement of limited warranty represents the entire warranty authorized and offered by HLE. There are no warranties or representations beyond those expressed in this written document. Any dealership, salesperson or agent cannot amend it. All litigation regarding HLE, Inc. products and equipment must be handled in the State of Indiana.

How to obtain service under warranty: To obtain warranty service, please contact an authorized dealer, preferably the dealer where you purchased your unit. The dealer will then gather the information needed and submit the repair request to the warranty administrator at HLE. The dealer must speak directly to our Warranty Administrator before any of the service work is performed. Photos and additional information may also be required in determination of coverage. Once the Warranty Administrator has given authorization to the dealer the customer can then schedule the unit for service work. The customer/dealer will be responsible for scheduling appointments for warranty repairs. The customer will not be reimbursed for any warranty work without prior authorization. NO EXCEPTIONS!

High Level Enterprises, Inc. (HLE, Inc.) is not liable for Incidental or Consequential Damages. By signing below, Customer acknowledges receiving a copy of the Warranty Information document. If you have any questions regarding warranty, please contact warranty@hleinc.net.

Signature: _____ *Date:* _____

Print Name: _____ *Title:* _____

Company Name: _____ *Mileage:* _____

VIN: _____ *Make:* _____

HLE Unit Number: _____ *Model:* _____