



POLICY MANUAL FOR SERVICE, PARTS & WARRANTY

NON-REIMBURSABLE EXPENSES

Costs, including labor and material costs, related to the following are among those items not covered by KZ RV's Limited Warranty:

1. Diagnosis and test services, unless allowed by vendor flat rate.
2. Repairs performed a second time by a dealer (due to improper assembly or repair, or the lack of proper road testing) when the original warranty repair was performed.
3. Repairs required as a result of failure to perform the recommended maintenance in the owner's manual supplied.
4. Normal wear, tear and deterioration.
5. Use of the recreational vehicle for any commercial or rental purpose.
6. Problems which may be caused by or related to abuse, misuse, negligence, accident or unauthorized, incorrect or improper alteration or modification.
7. Problems which may result from not following proper operating practices, instructions, warnings or regulations.
8. Normal deterioration due to wear or exposure, such as but not limited to, fading of fabrics or drapes, carpet wear, exterior surfaces, etc.
9. Maintenance and repairs for ordinary wear, including but not limited to, work and materials related to light bulbs, fuses, lubricants, hinges, battery charges and minor adjustments.
10. Transportation to and from a dealer or manufacturing plant location for any purpose, including but not limited to, warranty purposes.
11. Any defects or shortages readily apparent on delivery to the initial retail purchaser, unless noted on the delivery sheet completed by the driver transporting the RV to the independent dealer.

12. Environmentally-caused conditions such as rust or sealant deterioration.
13. Routine service calls and related work.
14. Improper storage or care, including but not limited to, damage to tires, fiberglass, metal, graphics, paint, holding tanks, carpeting, and/or fabrics.
15. All consequential and incidental expenses such as, but not limited to, loss of time, commercial loss, loss of use, towing charges, lodging, food, phone calls, inconvenience, bus and plane fares, or rental charges.

PLACING PARTS ORDERS

1. You may enter parts orders through the KZ dealer portal, but will only receive a response between the hours of 8:00 a.m. to 5:00 p.m. Monday – Friday Eastern Standard Time.

PARTS ORDERING PROCEDURES:

1. Please direct all parts order calls directly to your parts representative during the above listed hours.
2. Upon placing an order, the Unit Serial Number, should be furnished.
3. Each dealer will be invoiced for all parts ordered.
4. Defective parts must be packed so as not to be damaged in shipping. Damaged products will be denied re-imbusement and is the dealer's responsibility to file any claims with the transportation company.
- 5.

LEAD TIMES:

1. Supplier parts normally take 7 – 10 working days to arrive at KZ RV. Some items require longer lead times (i.e. windows, furniture, fabric-made items, etc.)

PLEASE NOTE: If any item has become obsolete from the Supplier, we will substitute the item as close as possible. Due to the difficulty of matching color, items such as carpet and linoleum are production run items only. Once production changes and we deplete our inventory these items will need to be purchased locally.

Note: custom made items are not available.

CANCELLATION OF PARTS ORDERS

Any product that has been purchased and received through the Dealer Services Parts Group that needs to be returned must be approved and returned for credit within 90 days of the ship date from KZRV. Any items that were special orders (cabinets, countertops, non current production, etc.) will incur a 20% restocking fee.

INVOICES AND CREDITS

The Parts Department will generate all invoices and credit requests within 48 hours of shipment. Accounting will then process the invoice and mail it to the dealership.

PAYMENT TERMS

Payments for parts ordered are due within 30 days from the invoice date. If you have outstanding parts orders, KZRV's Accounting Department reserves the right to deduct outstanding invoices from any warranty claims submitted.

When a Dealers parts account has reached 60 days past due without payment being received, the account will automatically be placed on a CREDIT HOLD status for all future parts orders until resolved.

We encourage you to work closely with KZRV's Accounting Department in keeping all accounts current.

METHODS OF SHIPMENT

1. Standard UPS ground is the normal shipping method.
2. Any large or fragile parcel will be shipped truck freight, and an additional crating fee will be added.
3. Coach Load – parts will be loaded in the next available unit being delivered to your dealership. Coach loads are not a standard method of shipping and all unit information must be provided by the dealership. This includes VIN of unit make, model, and offline date. Any special packaging in order to prevent damage will be charged to the order.
4. Expedited services are available upon request at the dealer's expense.

EXPEDITED SERVICE

The Parts Department will do it's very best to take care of our dealers. Not all parts are immediately available to us. Some parts need to either be pulled from our plants or ordered from vendors. All rush and next day air orders must be placed and received no later than 12:00pm Eastern Standard Time in order to be considered for same day shipping. Please keep in mind, KZRV does not cover the cost of next day air shipping. If the item is a warranty issue and is needed the next day, the dealer is responsible for the shipping cost.

DAMAGED SHIPMENT

It is your responsibility to check the condition of parcels received from KZRV. If the box or the crate is damaged, inspect the merchandise before the driver leaves. If you believe there is no damage accept the package and note the condition on the bill of lading, if the material inside is damaged, refuse it. If you notice damage after the driver is gone, call UPS or the freight company within 24 hours to report the damage. Contact KZRV immediately so a damage freight claim can be filed.

DRIVER AND DEALER ACCEPTANCE FORM

KZRV's Dealer Acceptance Form (DAF) is a tool for the dealer to note all shortages, errors, or transport damages at time of check-in, and forms the basis for all future warranty conversations. KZRV reserves the right to decline any repairs or issues not noted at time of delivery. It is crucial that you as a dealer take the time to properly inspect the coach inside and out, before you sign the DAF.

Please follow the steps below:

1. All units must be inspected jointly by an authorized Dealer representative and the Transporter's representative.
2. All shortages, errors in invoicing or damages must be noted on the **DAF** and the Transport Company's Bill of Lading.
3. Both parties must sign and date both the **DAF** and the Bill of Lading.
4. Return the **DAF** to KZRV within 3 working days.
5. If any shortages or errors in invoicing are noted, contact KZRV immediately for prior authorization before making repairs or ordering parts.
6. Any items or damages missed on the initial KZRV will allow a 48 hour grace period to note the issues with the proper customer service representative.

PRE-DELIVERY INSPECTION/ OWNER REGISTRATION

In the interest of customer satisfaction, KZRV requires that our dealers perform a pre-delivery inspection as part of the delivery to the retail owner. This is done to assure that the retail owner receives his coach in proper working condition and any noted concerns can be addressed before they take possession of their recreational vehicle. KZRV does not pay for the pre-delivery inspection. KZRV will reimburse the dealer on all warranty work submitted in compliance with our Flat Rate manual.

SERVICE PROCEDURES/WORK APPROVAL

KZRV does require an approval or authorization before warranty repair work is started on any of its retail sold recreational vehicles.

Important: Never leave a warranty claim open while a customer is using his or her vehicle! If the customer picks up the vehicle before all requested repairs are complete, have the customer sign for the completed repairs and submit that claim. When the customer returns start a new warranty claim. Document repairs that were not completed.

SUBLET COMPANIES

If it becomes necessary for a dealer to seek an outside service facility to have warranty service performed, KZRV will participate in the reimbursement of the cost to the dealer. An original copy of the original invoice showing the name, address, and telephone number of the business doing the repairs must support the claims. Sublets regardless of their amount **must** be issued a **prior authorization** from KZRV before the expense can be claimed for warranty.

KZRV will deal directly with the dealer, and will as needed, assist with any sublet company or subcontractor. In addition, KZRV dealers agree to indemnify, hold harmless and defend KZRV in and against any action or proceeding, and from and against any and all claims, demands, injuries, losses, actions, suits, proceedings, warranty claims, breach of contract, and expenses that might result from or be related in any way to the work of the sublet companies, including, but not limited to, any attorneys' fees incurred by or on behalf of KZRV. KZRV dealers consent to the jurisdiction of the LaGrange Circuit or Superior Court, LaGrange County, State of Indiana to resolve any and all claims arising out of this provision.

If the repair that was completed did not endure, the dealer is responsible for all charges incurred in the second repair. The dealer must work closely with the sublet company for reimbursement.

LOT MAINTENANCE

KZRV dealers are required to provide, at their expense, routine lot maintenance for products on their lot. This includes, but is not limited to, inspections of all roof, body and window seams and sealers on a regular basis (resealing as necessary), battery maintenance, and all adjustments or lubrications on doors, locks, latches, windows and drawers.

In addition to proper maintenance, it is required that the interior and exterior of the recreational vehicle be kept clean.

Please note: Components needing routine maintenance or are damaged are specifically **excluded** from KZRV warranty coverage

DEALER LABOR RATE CHANGE FORM

*LABOR RATE CHANGE REQUESTS WILL ONLY BE REVIEWED FOR APPROVAL EVERY TWELVE MONTHS OR GREATER. YOU MUST SEND IN THE FORM AND ATTACHMENTS TEN (10) **WORKING** DAYS BEFORE THE CHANGE DATE.*

- PICTURES OF NEW POSTED LABOR RATE
- 2 COMPETING SERVICE CENTERS WITH THEIR PHONE NUMBERS AND CURRENT RETAIL LABOR RATE
- UNTIL NOTIFIED, CONTINUE USING YOUR OLD RATE. WE WILL NOT ADJUST YOUR RATE UNTIL ALL OF OUR AUTHORIZATION PROCESS IS COMPLETED.
- WHEN WE RECEIVE YOUR WRITTEN REQUEST, **WE** WILL COMPLETE THE PROCESS.
- KZRV WILL NOT REIMBURSE FOR ANY CLAIMS RECEIVED PRIOR TO THE CONFIRMATION. IT IS THE RESPONSIBILITY OF THE DEALERSHIP TO NOTIFY KZRV PRIOR TO AN INCREASE OF LABOR CHANGES.

IF KZRV RECEIVES THIS REQUEST AFTER YOUR BEGINNING DATE, **YOU WILL NOT** BE REIMBURSED FOR CLAIMS THAT ARE IN THE SYSTEM.

WARRANTY REIMBURSEMENT

Warranty claims will be honored only when the warranty and pre-delivery prep forms are completed, signed by the customer and on file in our service department. This policy has become necessary for several reasons. Many states have passed legislation which requires this procedure. In most states, upon completion of repairs you are required by law to provide a copy of the warranty claim to the retail customer. Please check your state law for details.

KZRV requires that the customer receive a copy of his Limited Warranty and pre-delivery check sheet, which he acknowledges with his signature.

KZRV dealers are required to perform all warranty and services as independent businesses and not as agents or affiliates of KZRV.

KZRV will reimburse authorized dealers for labor and materials used in the performance of warranty service at a rate determined to be reasonable and competitive. All claims must be submitted and received by KZRV no later than **60 days** after the repairs are completed. Failure to do so could result in non-reimbursement of monies for work performed.

DEALER HANDLING FEE

KZRV will reimburse dealers for parts used for repairs made under KZRV 's Limited Warranty at a rate based on dealer's net cost for the part from KZRV plus a 15% mark up. Please contact the warranty claim department if your state allows for additional provisions.

Parts not purchased from KZRV and used for warranty repair will be reimbursed at a rate not exceeding dealer's net cost of part as purchased plus a 15% mark up for handling. Please contact the warranty claim department if your state allows for additional provisions.

Reimbursement for items used in repair of KZRV's product (i.e., shop supplies, tape, electrical wire, electrical connectors, sealant, etc.) should not exceed \$20.00 or 5% of the claim, whichever is the lesser.

KZRV will reimburse the dealer for freight to receive new parts and return defective parts if the part is a required return item (contact your Service rep. for instructions on must return items). To receive reimbursement for freight, **itemize the freight bill** to the warranty claim. No mark up will be paid on freight.

COMPONENT WARRANTY

Component parts such as refrigerators, furnaces, ranges, water heaters, etc. are warranted by their respective manufacturers. Dealers who are authorized service agents of these producers are expected to provide the warranty service on these component parts. Dealers who are not authorized representatives of these producers are to contact KZRV or the manufacturer of that component or his local agent for parts and service under warranty.

Non-Reimbursable Costs:

Important: For warranty purposes, recreational vehicles parked on permanent or non-permanent sites will be considered able to be driven or towed to the service facility. Towing, travel time or service call charges for these vehicles will **not** be considered a warranty expense.

Costs, including labor and material costs, related to the following are among those items **not** covered by KZRV's One Year Limited Warranty:

1. Diagnosis and test services, unless allowed by vendor flat rate.
2. Repairs performed a second time by a dealer (due to improper assembly or repair, or the lack of proper road testing) when the original warranty repair was performed.
3. Owner's failure to quickly bring the trailer or fifth wheel for service resulting in further unit damage.
4. Repairs required as a result of failure to perform the recommended maintenance in the owner's manual supplied.
5. Normal wear, tear and deterioration.
6. Use of the recreational vehicle for any **commercial or rental purpose.**

7. Problems which may be caused by or related to abuse, misuse, negligence, accident or unauthorized, incorrect or improper alteration or modification.
8. Problems which may result from not following proper operating practices, instructions, warnings or regulations.
9. Normal deterioration due to wear or exposure, such as but not limited to, fading of fabrics or drapes, carpet wear, exterior surfaces, etc.
10. Maintenance and repairs for ordinary wear, including but not limited to, work and materials related to light bulbs, fuses, lubricants, hinges, battery charges and minor adjustments.
11. Transportation to and from a dealer or manufacturing plant location for any purpose, including but not limited to, warranty purposes.
12. Any defects or shortages readily apparent on delivery to the initial retail purchaser, unless noted on the delivery sheet completed by the driver transporting the RV to the independent dealer.
13. Environmentally-caused conditions such as rust or sealant deterioration.
14. Routine service calls and related work.
15. Improper storage or care, including but not limited to, damage to tires, fiberglass, metal, graphics, paint, holding tanks, carpeting, and/or fabrics.
16. All consequential and incidental expenses such as, but not limited to, loss of time, commercial loss, loss of use, towing charges, lodging, food, phone calls, inconvenience, bus and plane fares, or rental charges.

NOTE: The dealership is responsible for performing normal maintenance (at their expense) prior to retail sale of the unit. This includes, but is not limited to, cleaning, polishing, lubrication, battery care, resealing body and roof seams, and minor adjustments as described in the vehicle owner's manual. Normal deterioration due to climatic or environmental conditions or lack of proper maintenance is not covered by the Limited Warranty.

90 DAY ADJUSTMENT WARRANTY LIMITATION

Floor coverings, cushion foam, compartment doors, cushion fabric, fire extinguisher, refrigerator, interior, plumbing system and faucets, light fixture, interior and exterior pre-finished paneling and siding, vinyl and miscellaneous nuts, bolts and fittings are for a period of 90 days covered by adjustments or repaired free of charge.

After the 90-day period, necessary adjustments will be considered normal maintenance resulting from use; this is not covered by the manufacturer's warranty. After the 90-day period, Parts and Labor (aside from adjustments) will be covered as provided in the manufacturer's Limited Warranty.