

Warranty Information

March 6, 2025

Products Sold Via E-Commerce, Telephone or Purchase Order

Subject to the terms of this warranty, Wheeler Fleet Solutions warrants these Products will be free from defects in materials or workmanship under normal operating conditions for a **Limited 90-Day warranty except for certain product lines that are covered by the manufacturer's direct warranty.**

Wheeler's Manufacturer Warranty

Wheeler Fit and Wheeler Branded Products: Subject to the terms of this warranty, Wheeler warrants these Products will be free from defects in materials or workmanship under normal operating conditions for a period of one (1) year from the date of sale to Customer.

Select Products are warranted for an extended period. A list of these Products can be provided by Wheeler upon request. This list is subject to change by Wheeler at any time without any notice required.

Wheeler's only obligation and Customer's sole remedy under these warranties are, at Wheeler's option, to refund the purchase price of, or replace the Product that is in nonconformance.

1. Warranty Returns

- 1.1. Customer shall contact Wheeler for a return authorization number (RMA) by calling [\(866\) 439-2329](tel:8664392329) or emailing info@wheelerfleet.com. Please have your purchase order, part number and/or order number ready for reference.
- 1.2. Customer must have proof of purchase to be eligible for a warranty claim.
- 1.3. Customer shall return together, with its warranty claim and proof of purchase, any Product alleged to be defective and under warranty, properly packaged and prepaid to Wheeler or as otherwise directed by Wheeler.
- 1.4. Customer must disposition warranty return Products in accordance with Wheeler's written instructions.
- 1.5. No credits will be made by Wheeler and/or no deductions are allowed by Customer until the warranty claim is approved by Wheeler and settlement has been reached.

2. Warranty Limitations

- 2.1. This warranty is only valid if such defects are discovered within the duration of the appropriate warranty periods and Customer notifies Wheeler in writing within thirty (30) days of discovery.
- 2.2. This Warranty Policy does not cover claims for product where the failure is the result of improper installation, lack of service or lack of proper maintenance.

- 2.3. Wheeler is not liable under this warranty for any defect resulting from a Product having been exposed or subjected to: (i) any alteration, modification, maintenance, repair, installation, handling, transportation, storage, operation or use, that is improper; (ii) any accident, collision, contamination, abuse, neglect or negligence; or (iii) any Products whose warranty seals or stickers are removed or tampered with in any way. This determination will be at the sole discretion of Wheeler.
- 2.4. In no event shall the obligation of Wheeler under this warranty be construed to obligate Wheeler to remedy more than the Product that is found to be defective and does not apply to the vehicle and/or any other Equipment.
- 2.5. This warranty does not cover, and Wheeler will not pay for, or provide, any labor or materials which may be necessary to remove a product or install a replacement product.
- 2.6. To the extent that any third party has made any oral or written statements to the Customer about the Product, such statements are not warranties and should not be relied on by the Customer.

These warranties are exclusive and in lieu of all other warranties, conditions or representations, whether oral, written, express, implied, statutory or otherwise, which are hereby disclaimed and excluded by Wheeler, including, but not limited to, any implied warranties of merchantability or fitness for particular purpose.

In no event will Wheeler be liable for any incidental, consequential, special, or indirect damages, including, but not limited to, loss of profits or revenues or use even if informed of the possibility of such damages and notwithstanding the failure of the essential purpose of any limited remedy.

In no event will Wheeler's liability to customer, whether in contract tort, or otherwise, exceed the total aggregate amount paid by customer to seller for the product giving rise to a claim. No extension of these warranties will be binding upon Wheeler unless set forth in writing and signed by Wheeler's authorized representative.