



Terms and conditions of additional warranty for Tiki trailers

The terms and conditions of the additional warranty (hereinafter the Warranty) govern the warranty of the trailers manufactured by Bestnet AS (hereinafter the Manufacturer). The Warranty does not extend to mobile facilities.

1. Scope and term of Warranty

- The Manufacturer offers a seven-year warranty on its trailers, which covers the repair of manufacturing and material defects.

2. Start of warranty period

- The Warranty is valid from 1 January 2025 for all new trailers of the Manufacturer.
- The warranty is valid from the date of purchase for new trailers.
- The product must be registered on the Tiki.ee website within three months of the date of purchase.

3. Terms of validity of Warranty

The Warranty is only valid if:

- the Buyer submits the original purchase document;
- the product has a clearly identifiable VIN code or the buyer clearly proves the origin and date of purchase;
- the product has been used in accordance with the user manual.

4. Change of ownership

- The sale or change of owners of a product does not terminate the Warranty.

5. The Warranty does not apply:

- if the buyer failed to notify the seller of the fault/defect in the product within three (3) working days of it becoming evident;
- if the customer has continued to use the product after the fault/defect was discovered;
- if the Buyer does not cooperate to eliminate the fault, failing to provide the necessary additional information and proof;
- if the product has been previously repaired or altered without the approval of the manufacturer;
- if the damage was caused because the product was incorrectly stored or kept at the premises of the customer and the dealer;
- in the case of changes caused by natural wear and tear and the corresponding consumables (tyres, brake pads/discs, rubber joints, wheels, lights, bulbs, etc.);
- in the case of damage, faults and defects occurring during use, which are caused by non-compliance with the requirements of the user and maintenance manual, incorrect use of the trailer or external factors:
 - overload;
 - cleaning traces;
 - use of tyres with the wrong pressures;
 - use of wheels with incorrect dimensions and unchecked fixings;

- faults in the electrical system and the hubs caused by the trailer being pushed into water that is too deep;
 - loose gravel, road salt or other chemical substances;
 - fire, vandalism or theft, natural disasters.
- Faults caused by incorrect connection of the coupling device.
 - Mechanical damage found after delivery of the product to the customer.
 - Damage caused by changes in the design of the product or details added to the product by the customer.
 - Defects caused by using a product that has not passed an inspection.
 - Changes caused by the inherent characteristics of the materials used or defects caused by environmental impacts (ageing of paint or coatings, fading, surface defects of galvanised materials, etc.).
 - Products with lapsed warranty.

6. Elimination of faults

During the warranty repairs, the Manufacturer may choose a suitable solution:

- repairing the faulty part or product; or
- replacing the faulty part or product with a new one.

The product will be transported to and from the place of warranty repair at the buyer's expense. Warranty repairs are carried out at the Manufacturer's plant or representation.

7. Handling of warranty events

- The Tiki Quality Department must be contacted in warranty issues (quality@tiki.ee).

8. Response deadline

- The Manufacturer shall respond to a complaint within five working days or, in the case of a technical expert assessment, after the results of the technical expert assessment have become known.

9. Warranty of repaired details

- The warranty of a replaced or repaired details is valid until the original warranty expires.
- The parts replaced during warranty repairs remain the property of the Manufacturer for further inspection.
- Only original parts approved by the Manufacturer may be used for warranty repairs.

10. Condition of product before repairs

- A product brought in for repairs or maintenance must be empty and clean. If necessary, additional cleaning or maintenance will be carried out, the cost of which will be paid by the owner of the product.