

WSS' WARRANTY POLICY AND COMPLAINTS HANDLING PROCESS

Customers can always expect quality products using WSS as a supplier.¹ It is WSS' priority to meet such expectations, which is why every product sold from the WSS' product catalogue² comes with a warranty. Furthermore, to ensure that any breach of this warranty is remedied in an efficient manner, WSS has a thorough complaints handling process in place. As a guidance to WSS' customers, this policy document provides (1) an overview of the warranty, both in scope and time, and (2) a step-by-step guide on how to make a complaint and information regarding the complaints handling process.

If you have any unanswered questions after reading this policy, please do not hesitate to contact your local WSS' customer service³ for further information and assistance.

1. WSS' WARRANTY – IN SCOPE AND TIME

Unless otherwise specifically agreed between WSS and the customer in writing, the below warranty applies.

1.1 IN SCOPE: What do we warrant?

1.1.1 We warrant quality

To maintain quality assurance, supplier warrants that products ordered from our product catalogue, during the warranty period, are

- a. in material conformity with the product specifications⁴, and
- b. free from material defects in design, material and workmanship.

As we provide a wide range of standardized products for the maritime shipping industry, we do not tailor products to specific customer requirements and therefore cannot warrant that they are fit for any intended use or purpose.

1.1.2 When does the warranty not apply?

The warranty does not apply:

- a. where the defect arises from
 - i. failure to comply with supplier's warnings, instructions or safety rules and good trade practice⁵, and/or
 - ii. fair wear and tear, willful damage, negligence, or abnormal storage or working conditions⁶
- b. where customer (or anyone on its behalf) alters, repairs or make any further use of such defective product

1.2 IN TIME: For how long does the warranty apply?

The duration of the warranty period is based on when the defect became apparent:

- a. *Defects apparent on visual inspection* must be notified within five (5) days from delivery.
- b. *Latent defects* must be notified within a reasonable time after such defect becoming apparent, and in any event within twelve (12) months from delivery.

¹ The "supplier" means WSS or its affiliate as the context requires

² The product catalogue is found online at <https://www.wilhelmsen.com/product-catalogue/>

³ Information about local contact points can be found at <https://www.wilhelmsen.com/contacts-locations/>

⁴ The product specifications are found in the product catalogue

⁵ For example, but not limited to, incorrect set-up, faulty installation, handling, wiring, incorrect operation, improper electrical fuses, failure to observe the prescribed electrical voltage, unprofessional intervention, modification or disassembly or extreme operating conditions.

⁶ For example, but not limited to, inadequate or inappropriate maintenance, failure to apply duty of care, changes in the material due to its nature or improper or unauthorized intervention by customer or third parties

2. WARRANTY COMPLAINTS HANDLING PROCESS

If customer believes a product is in breach of the above warranty, the complaint handling process as described below will assist the customer in pursuing its complaint.

2.1 Notification of the complaint

In order to make a valid claim, customer must, in accordance with the deadlines specified in clause 1.2, notify supplier of the complaint through its designated point of contact or by sending an email to your local customer service.⁷

2.2 Assessment of the complaint

2.2.1 Initial information to be provided by customer

To help us efficiently managing your complaint, we ask you to complete the following Product Quality Complaint form⁸ including the following information:

- serial number (if applicable)
- cylinder barcode ID (for gases/refrigerants/cylinders)
- photographic documentation
- a detailed description of the product(s)'s defects
- The invoice or delivery note showing proof of purchase
 - If customer is not able to retrieve such proof, we are happy to assist with retrieving such necessary documentation.

To ensure a speedy process, we recommend attaching the form together with customer's email notification. However, customer will also be given a form to complete upon receipt of customer's notification.

2.2.2 Supplier's assessment of customer's information

Upon receipt of the notification and information provided by the customer, supplier will assess whether the complaint constitutes a breach of warranty.

If supplier requires further information to successfully handle the complaint, customer will receive an email specifying what further information is needed.

Where supplier needs the defective product(s) to be returned to properly assess the complaint, customer and seller shall cooperate to return the defective product(s) in question to a mutually agreed location.

Please note that in case we are unable to, in cooperation with customer, gather sufficient information to assess the complaint, this may affect whether we can assess if customer has a valid warranty claim.

2.3 Result of the complaint assessment

After completion of the complaint assessment, customer is notified whether breach of warranty has been established and, where there is a valid warranty claim, WSS will offer a refund or replacement product depending on the circumstances.

2.3.1 Return of defective products to supplier at customer's request

If customer wishes to return defective products, the customer and supplier can agree a location at which customer can return the defective product to supplier. The customer shall cover the costs of return of the defective products from agreed place of return.

⁷ Information about local contact points can be found at <https://www.wilhelmsen.com/contacts-locations/>

⁸ The Product Quality Complaint form is attached as an attachment 1 to this policy-document

Attachment 1: Quality Complaint form

Salesforce Complaint Number	
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Product and Customer Data	
Vessel Name	
Vessel IMO Number	
Customer number	
Customer name	
WSS Order Number/Date of purchase	
Date of failure (dd/mm/yy)	
WSS Product Number	
WSS Product Description	
Product Serial number/ Batch number/ Cylinder 12-digit bar code number	
Port that you received the product from	

Description of Situation and Cause for Product Quality Complaint	
Estimated number of actual running hours before failure was discovered	
Attach a photo of the product label below.	

Description of product failure (please attached closeup photos of the affected part and type plate of the unit). In case you have tried troubleshooting, please describe the work and/or steps taken.

Detailed description of work and work situation when failure was discovered

Owners Representative/ Chief Engineer/ Chief Officer/ Captain	Date (dd/mm/yy)	Any other comments or feedback