

WEXCO Limited Warranty – 2024

WEXCO Industries is proud to stand behind the windshield wiper system components it offers, whether they are assemblies that it builds, or components from sub-suppliers. As such, WEXCO Industries warrants its components (BLADES EXCLUDED) to the original buyer, to be free of defects in materials and workmanship, when used in approved equipment installations for (12) months from the date the component was placed in service.

This warranty will not extend to any part or parts which have been:

- altered, either physically or electrically
- repaired
- subject to misuse, abuse, neglect, or accident
- applied, wired, or installed in an improper manner
- combined with parts that are not manufactured, supplied, or approved by WEXCO

The warranty claim procedure should proceed as follows:

- If parts are thought to be defective, the buyer should contact WEXCO Customer Service at (800) 528-3048 or (973) 244-5777 or at customerservice@wexcoind.com, and obtain an RMA (Return Material Authorization) number. Warranty returns cannot be accepted without an RMA.
- When requesting an RMA, the buyer should include a listing of all parts to be returned, and a general description of the failure mode for each part.
- Returned parts should be identified or tagged so as to be matched with the appropriate RMA.
- Please label the outside of the box with the RMA number, so that the box can be routed to the technician as soon as quickly as possible.



- Buyer shall be responsible for damage to the returning parts resulting from improper packing or handling.
- Upon receipt of the returned parts, WEXCO will review the claim, and respond to the customer with 15 business days. The customer will be notified as to the findings of the returned parts analysis, and applicable credits will be scheduled at that time.

Credits will be issued when:

- An RMA is properly requested
- Parts are returned to WEXCO
- Parts are examined, and found to be defective
- Customer charges are in accordance with the following table of labor and miscellaneous allowances:

Item	Rate
Hourly labor rate	\$100/hour
Part markup	25%
Freight from customer to WEXCO	Covered if part is found to be defective
Replace wiper system	1.0 hour
Replace wiper motor	0.5 hour
Replace crank/link	0.5 hour
Replace pivot shaft	0.5 hour
Replace wiper arm	0.25 hour
Replace defective blade	0.25 hour
Replace reservoir	0.5 hour

WEXCO requests that customers do NOT make deductions from invoices before the RMA process has run its course.

If returned parts are found to be operating correctly, WEXCO Industries will contact the customer, and report its findings. The options will be given as to whether WEXCO will return the parts to the customer (at customer expense), or dispose of the parts at WEXCO's facility.

