

GEOTREK

Build Warranty Policy

Coverage Period: 3 Years / 36,000 Miles (whichever comes first)

1. Overview

This Build Warranty Policy (the "Warranty") is provided by Geotrek Vans, LLC ("Geotrek") to the original purchaser ("Owner") of a completed Geotrek build. The Warranty covers defects in materials and workmanship of the conversion completed by Geotrek for a period of three (3) years or 36,000 miles, whichever comes first, beginning on the Delivery Date.

This Warranty applies exclusively to the Geotrek build. The Mercedes-Benz Sprinter chassis and all factory-installed OEM systems are covered separately under the Mercedes-Benz factory warranty and are not part of this Warranty.

2. Definitions

- **"Build"** means the conversion work, materials, and components installed by Geotrek on the Sprinter chassis, excluding the chassis itself and any OEM Mercedes-Benz systems.
- **"Delivery Date"** means the date on which the Owner takes delivery of the completed van and signs the Pre-Delivery Inspection Checklist.
- **"Owner"** means the original purchaser of the Build and any subsequent owner to whom the Warranty has been properly transferred under Section 12.
- **"Authorized Service Provider"** means Geotrek's primary service facility, a Geotrek mobile service technician, or a third-party repair facility that has been pre-approved in writing by Geotrek for a specific repair.
- **"Defect"** means a failure of materials or workmanship under Normal Use, excluding wear items and the exclusions listed in Section 5.
- **"Normal Use"** means recreational and personal use of the van within the manufacturer's rated specifications, performed by a properly licensed driver.

3. What Is Covered

Subject to the terms, conditions, and exclusions of this Warranty, Geotrek warrants the following components and systems of the Build against Defects for the duration of the Warranty term:

- Structural integrity of Geotrek-installed components, including cabinetry, bed platforms, wall panels, and mounting systems
- Geotrek-installed electrical systems, including wiring, fuse and breaker panels, inverters, and solar charge controllers
- Geotrek-installed plumbing systems, including freshwater and waste tanks, pumps, lines, and fittings
- Geotrek-installed insulation, sound-deadening, and interior finish panels

- Workmanship related to the installation of factory-supplied appliances and components (note: the appliances themselves are covered by their respective manufacturer warranties; see Section 11)
- Missing parts or hardware identified during the Pre-Delivery Inspection or reported within thirty (30) days of the Delivery Date

4. Expanded 60-Day Coverage

During the first sixty (60) days following the Delivery Date, Geotrek extends coverage to the following items in addition to the standard coverage described in Section 3:

- Adjustments to cabinetry, doors, drawers, and latches that have shifted during initial use
- Re-sealing of plumbing connections that develop minor weeps under normal use
- Tightening or re-securing of trim, fasteners, and hardware that loosen from initial vibration
- Recalibration of electrical systems, including inverter, charge controller, and battery monitor settings
- Starter battery replacement (limited to the first sixty (60) days only)
- Cosmetic touch-ups to interior finishes for issues not noted on the Pre-Delivery Inspection Checklist

After the sixty (60) day period, coverage reverts to the standard scope described in Section 3.

5. What Is Not Covered

This Warranty does not cover, and Geotrek shall have no obligation with respect to, any of the following:

- Normal wear and tear, including upholstery wear, flooring scuffs, hardware loosening from vibration, and fading of interior materials
- Routine maintenance, including filter replacement, fluid top-offs, sealant maintenance, and consumable items (fuses, light bulbs, batteries other than as covered above)
- Damage caused by misuse, neglect, abuse, accidents, collision, or operation outside the vehicle's rated specifications
- Damage caused by off-road or off-highway use beyond the vehicle's rated capability
- Environmental damage, including corrosion, water intrusion through Owner-modified penetrations, UV exposure, hail, road debris, and damage caused by extreme weather
- Damage caused by Owner or third-party modifications, aftermarket installations, or unauthorized repairs
- Damage caused by failure to perform required maintenance under Section 8
- Cosmetic issues identified more than thirty (30) days after the Delivery Date and not noted on the Pre-Delivery Inspection Checklist
- The Mercedes-Benz Sprinter chassis and all OEM Mercedes-Benz systems (covered separately by Mercedes-Benz)
- Starter batteries beyond sixty (60) days from the Delivery Date
- House batteries, solar panels, A/C units, refrigerators, heaters, and other components that carry separate manufacturer warranties (see Section 11)

- Any failure occurring while the vehicle is used for commercial purposes, including rental, livery, or fleet use, unless commercial coverage has been separately purchased
- Loss of use, inconvenience, lodging, towing (except as expressly provided in Section 7), lost income, spoiled food or other property, and any other incidental or consequential damages

6. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW:

- Geotrek's total cumulative liability under this Warranty shall not exceed the original purchase price of the Build.
- Geotrek shall not be liable for any incidental, consequential, special, punitive, or indirect damages, including but not limited to lost vacation time, lodging costs, transportation costs (except as expressly provided in Section 7), spoiled or damaged personal property, lost income, or loss of use of the vehicle.
- Owner's sole and exclusive remedy under this Warranty shall be repair, replacement, or refund, at Geotrek's sole option.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to Owner. This Warranty gives Owner specific legal rights, and Owner may also have other rights that vary from state to state.

EXCEPT AS EXPRESSLY SET FORTH IN THIS WARRANTY, GEOTREK MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED. ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE TERM OF THIS WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO OWNER.

7. Claim Process and Service Standards

7.1 Submitting a Claim

To submit a warranty claim, Owner must contact Geotrek through one of the following channels:

- Email: service@geotrekvans.com
- Warranty portal: available at geotrekvans.com/warranty

Each claim must include: Owner's name, van Build number, Delivery Date, current vehicle location, a description of the issue, and photos or video sufficient to assist with remote diagnosis.

7.2 Service Standards

Geotrek will respond to all warranty claims within the following timeframes:

- Initial response: within two (2) business days of claim submission
- Diagnosis decision: within five (5) business days of receipt of all required information
- Repair authorization and scheduling: within five (5) business days following diagnosis

7.3 Where Repairs May Be Performed

All warranty repairs must be authorized in writing by Geotrek before any work is performed. Unauthorized repairs are not eligible for reimbursement and may void coverage on affected components. Authorized repairs may be performed at:

- Geotrek's primary service facility
- By a Geotrek-dispatched mobile service technician, where available
- At a third-party repair facility pre-approved in writing by Geotrek for the specific repair

7.4 Cost Allocation

For authorized warranty repairs:

- Parts: Geotrek covers the cost of replacement parts for covered Defects
- Labor: Geotrek covers labor performed at its facility, by Geotrek mobile technicians, or at pre-approved third-party shops at the rate authorized in advance
- Transport to Geotrek facility: Owner is responsible for delivering the vehicle to Geotrek's facility unless Geotrek expressly agrees in writing to cover transport costs
- Mobile service dispatch: covered by Geotrek when Geotrek determines mobile service is the appropriate method of repair
- Lodging, meals, alternate transportation, and other personal expenses: not covered

8. Owner Maintenance Requirements

As a condition of coverage under this Warranty, Owner is required to perform the following maintenance and to retain documentation of such maintenance. Failure to perform required maintenance may void coverage for any failure caused or contributed to by such failure.

- Annual inspection at an Authorized Service Provider
- Proper winterization in freezing climates, performed in accordance with Geotrek's published winterization procedures
- Battery maintenance in accordance with the battery manufacturer's published specifications
- Use of approved sealants, fluids, and replacement parts as specified by Geotrek
- Retention of maintenance records, which Geotrek may request when evaluating any claim

9. Geographic Coverage

This Warranty applies to repairs performed in the United States and Canada. Owners traveling outside the United States and Canada, including in Mexico, are responsible for all transportation costs to return the vehicle to a U.S.-based Authorized Service Provider for warranty service. Repairs performed by non-authorized facilities outside the United States and Canada are not eligible for reimbursement under this Warranty.

10. Pre-Delivery Inspection

At the time of delivery, Owner and a Geotrek representative will jointly complete a Pre-Delivery Inspection Checklist documenting the condition of the Build and noting any cosmetic,

missing-part, or functional issues. This signed checklist serves as the baseline condition record for all future warranty claims.

Cosmetic issues, missing parts, and similar conditions not noted on the Pre-Delivery Inspection Checklist and not reported in writing within thirty (30) days of the Delivery Date are presumed to have occurred after delivery and are not covered under this Warranty.

11. Component Manufacturer Warranties

Several components installed in the Build carry their own manufacturer warranties that are separate from this Warranty, including but not limited to: A/C units, refrigerators, heaters, house batteries, solar panels, and induction cooktops. The terms, duration, and claim procedures for these components are governed by their respective manufacturers.

A current list of installed components and their respective manufacturer warranty information is available in the Owner's Manual and at geotrekvans.com/components. Owner is responsible for filing claims directly with the applicable manufacturer for issues covered by manufacturer warranties. Geotrek will assist with such claims as a courtesy where reasonably possible but is not obligated to do so under this Warranty.

12. Transferability

This Warranty may be transferred to one (1) subsequent owner if the vehicle is sold during the original Warranty term, subject to the following conditions:

1. The new owner must submit a completed Warranty Transfer Form to Geotrek within thirty (30) days of the title transfer date.
2. A non-refundable transfer administration fee of two hundred fifty dollars (\$250) must be paid at the time of submission.
3. Geotrek reserves the right to require an inspection of the vehicle by an Authorized Service Provider, at the new owner's expense, prior to activating transferred coverage.
4. Any goodwill, courtesy, or out-of-warranty repairs previously extended to the original Owner do not transfer.

Transferred coverage continues for the remainder of the original 3-year / 36,000-mile term and does not extend or restart the Warranty period.

13. Dispute Resolution

13.1 Informal Resolution

Before initiating any formal proceeding, Owner agrees to first contact Geotrek in writing to describe the dispute and provide Geotrek with thirty (30) days to attempt informal resolution. Most warranty disputes can be resolved through direct communication with Geotrek's service team.

13.2 Binding Arbitration

Any dispute, claim, or controversy arising out of or relating to this Warranty that is not resolved through informal resolution shall be resolved by binding arbitration administered by the American Arbitration Association (AAA) under its Consumer Arbitration Rules. The arbitration

shall be conducted by a single arbitrator, and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction.

OWNER AND GEOTREK AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN ITS INDIVIDUAL CAPACITY AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING.

13.3 Governing Law and Venue

This Warranty shall be governed by and construed in accordance with the laws of the State of Colorado, without regard to its conflict of laws principles. For any matter not subject to arbitration, the parties consent to exclusive jurisdiction and venue in the state and federal courts located in Colorado.

14. General Provisions

14.1 Severability

If any provision of this Warranty is held to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

14.2 Entire Agreement

This Warranty constitutes the entire agreement between Owner and Geotrek with respect to the warranty coverage of the Build and supersedes all prior or contemporaneous understandings, agreements, representations, and warranties, both written and oral.

14.3 No Waiver

Geotrek's failure to enforce any provision of this Warranty shall not be construed as a waiver of that provision or of Geotrek's right to enforce it in the future.

14.4 Modifications

Geotrek reserves the right to modify the terms of this Warranty for future Builds. Any such modifications do not apply retroactively to Builds already delivered. No modification of this Warranty as it applies to a delivered Build is valid unless agreed to in writing by an authorized Geotrek representative.

14.5 Notices

All formal notices to Geotrek must be sent in writing to: Geotrek Vans, LLC, Attn: Warranty Department, [Address], with a copy to service@geotrekvans.com. Notices to Owner will be sent to the address and email on file in Owner's warranty registration.

15. How to File a Warranty Claim

5. Email service@geotrekvans.com or submit a claim through the warranty portal at geotrekvans.com/warranty.
6. Provide your name, van Build number, Delivery Date, current location, and a description of the issue.
7. Include photos and/or video sufficient to assist with remote diagnosis.

8. A Geotrek service representative will respond within two (2) business days to begin the diagnosis process.
9. All repairs must be authorized in writing by Geotrek prior to any work being performed.

Coverage Summary

The table below provides a quick reference to coverage. The full terms above govern in the event of any conflict.

Category	Covered	Term	Notes
Geotrek-installed components and workmanship	Yes	3 yr / 36,000 mi	Standard coverage under Section 3
Adjustments, re-seals, recalibration	Yes	60 days	Expanded coverage under Section 4
Missing parts and hardware	Yes	30 days from delivery	Must be reported in writing
Starter battery	Yes	60 days	Not covered after 60 days
Appliances (A/C, fridge, heater, etc.)	Manufacturer	Per manufacturer	File directly with manufacturer
House batteries, solar panels	Manufacturer	Per manufacturer	Subject to maintenance requirements
Sprinter chassis and OEM systems	Mercedes-Benz	Per Mercedes-Benz	Not covered by this Warranty
Normal wear and tear	No	—	Excluded under Section 5
Damage from misuse, neglect, accidents	No	—	Excluded under Section 5
Environmental damage	No	—	Excluded under Section 5
Damage from aftermarket modifications	No	—	Excluded under Section 5
Lodging, towing, lost use, consequential	No	—	Excluded under Section 6