

HINTS AND TIPS ON —SERVICE—

For **BSA** *and* **ARIEL** *Dealers*

Service Bulletin #168

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THE BSA WARRANTY

There are indications that all dealers are not familiar with the conditions of the BSA Warranty which is outlined below.

We wish that you would read this Warranty carefully so that you will be thoroughly acquainted with the terms and be in a position to explain them to the purchaser of a new motorcycle.

WARRANTY

All BSA motorcycles are warranted for a period of 90 days from date of purchase or 4,000 miles of operation, whichever occurs first. We undertake, on the immediate return of the part which is alleged to be defective, carriage paid, within such period, to examine the same and should any fault be found by us on examination to be solely due to defective material or workmanship, we will repair the defective part or supply a new part in the place thereof free of charge. We do not undertake to bear the cost of any work involved in reinstating a repaired or inserting a new part. Our responsibility is limited to the terms of this guarantee, and we will not be answerable for any contingent or resulting liability or loss arising through any defect or for any claim for labor, material or other expenditure incurred in remedying any defect.

Warranty is confined to items of BSA manufacture. Proprietary items such as tires, saddles, instruments and electrical equipment are warranted by their respective manufactures. Competition models and standard machines used for competition and/or racing purposes are excluded from the terms of warranty or guarantee.

THE MAIN POINTS THAT WE WANT TO CALL TO YOUR ATTENTION AND THAT YOU MUST TELL THE PURCHASER OF A NEW MOTORCYCLE ARE AS FOLLOWS:

1. All BSA motorcycles are Warranted for a period of 90 days or 4,000 miles.

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2. Parts alleged to be defective must be returned carriage paid. This means you must pay the postage or freight charges.
3. When the part is received, with CLAIM TAGS filled in completely, and found to have failed due to defective material or faulty workmanship, we will supply a new part free of charge.
4. We do not undertake to bear the cost of any work involved in reinstating a repaired or inserting a new part.
5. We are not answerable for any contingent or resulting liability or loss arising through any defect or for any claim for labor, material or other expenditure incurred in remedying any defect.

This means that when a part on a new motorcycle fails within 90 days or 4,000 miles of running, you must remove the part from the motorcycle, fill out a CLAIM TAG, attach it to the part and send it to us Prepaid.

We will not accept complete motorcycles or engine and gearbox assemblies when a part or a component in them gives trouble and is alleged to be defective. You must send us the part in question ONLY!

There is no provision in the Warranty for labor costs involved in replacing defective parts, therefore we cannot reimburse you or your customer for labor costs.

It will be necessary to explain these conditions of the Warranty to a new motorcycle purchaser when making delivery so there will be no misunderstandings.

We will appreciate your cooperation in this matter.

Walter Brown
Walter Brown,
Service Manager