

## **Warranty Policy - Attachments**

Accurate Fabricating Ltd. (herein AF) warrants each new product manufactured to be free from material, workmanship and design defects from the date of initial use, demo or delivery to first customer. AF policy warrants normal operational use and application adherence for one full year or 2,000 hours of operation, or whichever period expires first. Over the counter parts are subject to 6 months conditional coverage. Defective parts shall be returned to AF for inspection with prepaid freight upon request.

### **AF Responsibilities:**

If a defect in material or workmanship is discovered during the warranty period, AF agrees to authorize the coordination of repair during normal business hours at AF discretion.

- Replace and/or repair defective part(s) with new or remanufactured parts in order to perform repair
- Provide AF labor repairs FOB AF facility
- Provide offsite AF labor cost per AF warranty labor rate, to rectify defect. (AF discretion)
- AF warranty is applicable to product manufactured by AF only.

### **Dealer/End User Responsibilities:**

Dealer / End user is obligated to contact AF immediately following discovery of any fault in product, installation concern or operational issue to mitigate any damage.

- Inspection of product and operation including fasteners, fittings, locks, hydraulics, electrical, etc. during initial start up period
- Perform initial investigation of performance concern prior to contacting AF.
- Contact AF prior to performing any repairs during the warranty period.
- Adhere to AF warranty procedure

### **Excluded Policy Coverage, Warranty Limitations & Limited Liabilities:**

AF is not responsible or liable for malfunction in correlation to:

- Defects and malfunctions by non AF manufactured products.
- Failure of any electrical or hydraulic systems, starters, alternators, engine or pump parts, including any fluids and oils.
- Improper maintenance and superficial wear including replacement, greasing and shimming along with wear items, extensive wear to ground engaging hardware, wear bars etc.
- Use or installation deemed improper by AF including non approved AF modifications.
- Misuse or Misapplication (ie. Couplers in Stumping Application, Attachments used in wrong application, etc.)
- Travel time and mileage costs
- Premium charges and overtime labor costs.
- Profit, losses or compensation during down time
- Rental and/or lending costs associated for replacement equipment
- Transit damages due to transportation and delivery
- Provide transportation of product where service is required - FOB AF
- Augmented, non standard and prototype manufacturing at the request of recipient are subject to warranty limitation.
- Incidental and/or consequential damages including but not limited to: loss of profit, time loss, and /or rental of substitute machinery or other losses.
- Abuse, negligence, improper operating procedures, undue care of product and improper storage and protection, accident or collision.
- Collateral damage caused by continued use of damaged product

### **Warranty Procedure:**

In the event that a failure occurs to an AF product, notification to AF warranty officer must be immediate

- Contact Accurate Warranty Department immediately via phone or online submission.
- Request authorization, discuss fault, recommendations and/or method of repair for AF authorized approval.
- Estimate repair exclusive to AF parts, hours of repair and incidentals.
- AF parts are supplied utilizing **customer purchase order number**. (Invoiced for tracking purpose binding damaged parts returns)
- Parts tracking and cost collection are the responsibility of the claimant. (Parts invoices and repair estimates)
- Parts to be invoiced and reimbursements will commence through the terms of this warranty policy consideration.
- Only AF claim forms submitted will be considered by AF. (Including backup documents)
- Photo's and documentation must be supplied when requested for warranty consideration.
- All damaged or replacement parts must be returned **prepaid** to Accurate Fabricating, upon request. All returns are property to AF. Claims will be withheld until returns are received.
- AF warranty claim settlement will be issued via credit notes.