DAEQUIP
PREMIUM EQUIPMENT ATTACHMENTS

WARRANTY POLICY

Effective March 1st, 2020 Daequip Premium Attachments LTD warrants to the original purchaser that all products manufactured by Daequip to be free from defects in design, workmanship and materials from the date of initial use, demo, or delivery to first customer for following periods. Note: Subcomponents and parts deemed to have suffered long-term exposure to the elements prior to entering service may not be covered under warranty

Products: (Attachments and or Implements Manufactured by Daequip)

- **12 months** or **2000 hours** from first date of service whether it be a sale, demo, or other

Parts: (over-the-counter parts and subcomponents)

- **180 days conditional coverage** from date of sale

WARRANTY PROCESS

Contact Daequip:

- Contact Warranty Coordinator prior to any repair and/or defect discovery. This **contact provides a means to start a process for warrantable consideration**.
- Initial discussion is imperative to identify awareness and manufacturer guidance to commence a resolve to move forward a repair, product return, replacement or other means of a solution.
- **Provide Daequip with Attachment S/N and Machine Model to Acquire a Warranty Tracking Number. (**Utilize this number as reference on all billings/cost associated with attachment S/N**)**
- Parts Required: **Provide a Purchase Order # prior to any Daequip parts being shipped** with accompanying Tracking Number.
- Repairs to be performed by Daequip or Daequip approved authorized repair facility and/or dealer.
- Return prepaid, all defective parts to Daequip. (at Daequip Discretion)
- Upon incident resolve **complete the warranty claim form in entirety capturing the attachment serial number and tracking number when submitting** for consideration by Daequip Warranty Department. Include along with the claim costs all photo's, literature and additional documentation to support the claim.
- All approved warranty claims will be reimbursed in a timely manner either with an account credit or deemed "other" by Daequip
- Daequip Service Labour ($100.00/hour).
- PARTS: If a failure was caused by a proven defective part, it will be either repaired, or replaced at Daequip option, credited back at Daequip determined dealer net value.

EXCLUDED POLICY COVERAGE, NON-WARRANTY LIMITATIONS- LIMITED LIABILITIES

- Failures which are deemed the result of negligence, abuse, mis-use or accident
- Collateral damage related to continued mis-use of damaged product.
- Unauthorized modifications, alterations or additions to the original Daequip product.
- Repair or replacements performed by non Daequip approval.
- Any parts or products not manufactured by Daequip.
- There are no warranties of merchantability, fitness for a particular purpose or of any other nature
- Freight of any type.
- Down time and/or loss of use inclusive of rentals, replacement equipment and loss of revenue or profits.
- Warranty work performed by any one other than Daequip without authorization.
- Failures to electrical or hydraulic carrier systems inclusive of computers, engine components, pump(s) components, oils, lubes and service sundries.
- Troubleshooting and Diagnostics.
- Overtime, Travel Time and Mileage will not be covered.
- Premiums and/or Extras inclusive of flights and/or waterways will not be covered.
- Warranty is non-transferable.

Daequip Premium Attachments Ltd shall in no event be liable beyond the furnishing of replacement parts or repairs, whether due to breach of warranty, strict liability or otherwise. Daequip shall not be liable for any; injury, loss, damage, delay or expense, direct or consequential, including loss of; use, income, profit, production or increased cost of operation or spoilage or damage to material arising in connection with the sale, installation, test, use, inability to use or the repair or replacement of any Daequip product

* ANY CLAIMS FOR OTHER LOSS OR DAMAGES OF ANY TYPE OR DIRECT, OR IMMEDIATE, SPECIAL OR CONSEQUENTIAL DAMAGES ARE EXPRESSLY EXCLUDED. *

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WARRANTY CLAIM FORM

Submit to Daequip Warranty Department:
(For Warrantable Consideration)

EMAIL TO: warranty@daequip.com

Daequip Service Labour Rate: $100.00/hr. (cdn)

Attachment S/N: | | Tracking Number | |

Claimant Name & Address		City	Zip/Postal Code
Prov/State	Contact #:	Machine Model #:	
End User Company Name	End User Contact Name & Phone #	Machine Serial #:	
Attachment First Date of Use	Attachment First Date of Failure	Total Attachment Hrs Use	

Nature of Failure Claim:

Description of Refurbished Resolution:

Parts List to be Claimed:

Qty	Part Number	Description	Daequip Parts Invoice. #	Claimant Net Cost	Daequip Use
1					
2					
3					
4					
5					
Claimant Labour Hours					

Submit Photo's and Supporting Documents with Claim		Daequip Use Only		
Has the Damaged parts been returned to Daequip YES NO	Other:	Daequip Service Labour ($100.00/hr)		
Transport Company	Bill of Lading #			
Date Claim Opened	Date Claim Closed	Settlement Amount: (Credit)		
Claimant Signature:		Warranty Officer Signature:		