07 850 1990 warranty@agattach.co.nz

All machinery that Ag Attachments provides is covered by a **Twelve (12) Month** comprehensive warranty (unless stated otherwise) against faulty materials and workmanship provided that:

- The machine is serviced, maintained and operated under normal conditions as per the manufacturers operating manual.
- The machine is worked within its intended use and stated capacity.
- The machine has had the proper Pre-Delivery checks and customer installation completed.

EXCLUSIONS FROM WARRANTY

- Normal wear and items such as but not limited to, Belts, bushes, blades, knives, flails, tines, PTO components, chains, seals, oil, paint fade and corrosion unless a manufacturing defect is proven.
- Machinery sold to the Hire Industry.
- The machine is misused or altered in any way that caused the problem.
- Loss of Income from the machine due to a warranty fault.
- Use of non-genuine parts.

Failure to comply with any of the above requirements WILL result in the Claim being Declined

Please Note: Where possible, in the first instance before any warranty work is done, the Dealer is to obtain approval from Ag Attachments within 10 working days of the failure.

1. **AUTHORISATION**
   a. Only authorised warranty work will be reimbursed.
   b. Dealer must submit a Warranty Application Form (including their own Purchase Order Number when parts are required). Parts will be credited if the claim is accepted, or invoiced if the claim is rejected.
   c. Ag Attachments will confirm with a Warranty Authorisation Number to be included on any correspondence.
   d. Ag Attachments will advise of the Flat Rate Time that can be claimed for the repair.
   e. Clear photos are to be submitted with the Application form.
   f. Failure to provide all the necessary information may result in the application being paused until the correct information has been sent.

2. **LABOUR, CONSUMABLES AND OUTWORK**
   a. Workshop labour shall be reimbursed at the Dealers Retail Labour Rate excluding GST per hour. Proof of the Dealers Retail Labour Rate may be requested by Ag Attachments if deemed unfair.
   b. Labour to travel to and from the job will NOT be claimable unless specified by Ag Attachments.
   c. There shall be no additional charges – workshop consumables, mileage, and the return of parts, these costs are the responsibility of the Dealer.
   d. Oil may be compensated for by negotiation, will be compensated at the Dealer cost price.
   e. Outwork may be approved but will be Authorised by Ag Attachments Before the work is done, if outwork is completed before Authority is given, the claim may be declined.
   f. Outwork (if authorised) will be compensated at the Dealers cost.
   g. Proof of the outwork suppliers invoice will need to be submitted with the claim.

3. PARTS

a. Parts purchased over the counter will have a Twelve (12) Month Warranty.

b. Claiming on spare parts will be supported by the Ag Attachments Warranty Application Form with the required information.

c. All parts must be retained by the Dealer until the Application has been accepted by Ag Attachments.

d. Parts may be required to be returned to Ag Attachments at any time during the process.

4. FREIGHT

a. Freighting costs of replacement part(s) shall be at the expense of Ag Attachments.

b. If the Claim is Declined, freight will be charged to the Dealer.

c. Returning of parts to Ag Attachments will be at the cost of the Dealer.

5. APPLICATION ACCEPTED

a. A proforma invoice for the Labour portion and any other accepted items will need to be sent to warranty@agattach.co.nz including the Authorisation number used as the Purchase Order number matching the approved amount to be approved by Ag Attachments.

b. A credit will be issued for the replacement parts Invoice when the claim is accepted at Ag Attachments cost.

c. Once the Dealer has received written approval by Ag Attachments, the invoice is to be sent to info@agattach.co.nz.

6. PAYMENT

a. Upon receipt of the invoice, the approved value will be paid to the Dealers account on the 20th of the following month.

7. APPLICATION REJECTED

a. If the claim is declined by Ag Attachments, the Dealer will be notified in writing with the reason of the rejection.

b. The Dealer will be invoiced for the parts using the Purchase Order provided at the normal Dealer Net Price plus Freight.