

# **FIELDMASTER**

PREMIUM FARM EQUIPMENT

## **WARRANTY POLICY**

### **1 - AUTHORISATION**

- A. Only pre-authorised warranty work will be reimbursed.
- B. Dealer must submit a Warranty Application Form (including their own Purchase Order Number).
- C. Failure to complete and return the required forms will result in the warranty being declined and closed.
- D. Fieldmaster will confirm with a Warranty Authorisation Form which includes the Warranty number and any restrictions on the type, extent or manner of work carried out.
- E. This Warranty Authorisation is only valid for this specific instance and for this specific machine.

### **2 - RETURN OF PARTS**

- A. All parts must be retained until completion of the closure process.
- B. Any parts may be required to be returned to Fieldmaster at any time during the process.
- C. Freight for the return of faulty parts is to be arranged and costs covered by the Dealer.
- D. All returned parts are to be clearly labelled.
- E. Replacement parts are issued with the current price. In the event a part that is returned for investigation is found to have been damaged as a result of user action rather than equipment failure then the part shall be charged at the current price and with all freight components.
- F. A credit will be issued to the replacement parts Invoice once Fieldmaster has accepted the damaged parts are a warranty liability.

### **3 - LABOUR AND OUTWORK RATES**

- A. Unless a specific exception is authorised, workshop labour shall be reimbursed at the rate of \$65.00 excl GST per hour.
- B. There shall be no additional charges – workshop consumables, mileage, and the return of parts freight costs are the responsibility of the Dealer.

### **4 - FREIGHT**

- A. Freight costs of replacement part(s) shall be at the expense of Fieldmaster, except where a part is found not to be faulty and covered by warranty.
- B. When the warranty is declined the Dealer is responsible for the freight costs of the replacement items and the return freight for the part(s) which have been investigated.

### **5- CLOSURE**

- A. The warranty process shall be terminated by the completion of the Warranty Closure Form. This is included with the Warranty Authorisation Form when it is issued.
- B. This requires acceptance by the Dealer (on behalf of the customer) that the machine is now in good working order.

### **6- PAYMENT**

- A. The value of the warranty shall be credited to a Dealer's account.
- B. In the event of a warranty being declined or a part found to be ineligible for warranty under paragraph 2 above, then all associated costs shall be invoiced by Fieldmaster on the day of that decision and payment shall be due from the Dealer on the 20th of the month following.

### **7 - EXCLUSIONS FROM WARRANTY**

- A. Machinery sold to the Hire Industry.
- B. Loss of Income from the machine due to a warranty fault.
- C. Consumable items, eg; Blades, tynes, flails, knives, power take-off shafts and clutches.
- D. Use of non-genuine parts.
- E. The full list of exclusions are documented on our website at [www.fieldmaster.co.nz](http://www.fieldmaster.co.nz)



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### **WARRANTY TERMS**

All Fieldmaster machinery is covered by a comprehensive warranty against faulty materials and workmanship provided that:

1. The machine is operated under normal conditions
2. The machine is correctly serviced and maintained as per operators manual
3. The machine is worked within its stated capacity (ie. horsepower limit and PTO speed)
4. The machine is not subjected to any non-approved modifications or damage from improper use
5. Fieldmaster is in receipt of duly signed pre-delivery and installation certificate.

Failure due to operator error, negligence, improper use or lack of servicing in accordance with the operators manual is not covered by warranty.

The term of warranty shall be 12 or 24 months dependent on the specific machine from date of installation. Except machines sold into the Hire Industry which shall be void of warranty unless written approval given. The following items are not covered by warranty;

1. Power take-off shafts and clutches
2. Consumable items such as blades, tines, flails, knives, tyres, belts etc.
3. Freight costs
4. Loss of income from the machine due to a warranty fault
5. Use of non-genuine parts
6. Operator error or misuse

### **WARRANTY PROCEDURE**

In the event of a product failure please phone your local Fieldmaster dealer immediately and discuss the problem with their customer services team.

### **HIRE MACHINE WARRANTY POLICY**

Machines sold into the Hire Industry shall be void of warranty unless written approval given, a limited 6 month warranty shall then apply. Specifically designed machines for the hire industry receive a 6 month warranty.

