

# LIMITED WARRANTY



WELDCO HYDRA-LIFT IS COMMITTED TO PROVIDING THE HIGHEST QUALITY PRODUCTS AND AFTER-SALES SERVICE TO OUR CUSTOMERS

**OUR SIMPLIFIED WARRANTY POLICY AND RESPONSIVE WARRANTY DEPARTMENT WILL ENSURE THAT ANY PROBLEMS ARE DEALT WITH QUICKLY AND EFFICIENTLY.**

## LIMITED WARRANTY

### COVERAGE

Effective January 1, 2009 the Weldco Hydra-Lift Manufacturing Warranty covers manufactured products for unlimited usage hours within one (1) year from the date the product entered service. Over-the-counter parts purchases will be covered for six (6) months from date of sale.

### LIMITATIONS

Weldco Hydra-Lift warrants each new manufactured product to be free from defects in material and workmanship, with its obligation and liability being expressly limited to repairing or replacing free of charge, at Weldco Hydra-Lift's option, the product proving defective under normal use and service at its factory. Products claimed to be defective and for which repair or replacement is desired shall be, if requested by Weldco Hydra-Lift, returned transportation prepaid to Weldco Hydra-Lift's factory for inspection.

Subcomponents and parts deemed by Weldco Hydra-Lift to have suffered long-term exposure to the elements prior to entering service may not be covered under warranty at Weldco Hydra-Lift's discretion.

If the date the product entered service cannot be established to Weldco Hydra-Lift's satisfaction, the warranty period will be based on the original invoice date of the product.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE AND THE OBLIGATION AND LIABILITY OF WELDCO HYDRA-LIFT UNDER THIS WARRANTY SHALL NOT INCLUDE ANY TRANSPORTATION OR OTHER CHARGES OR THE COST OF INSTALLATION OR ANY LIABILITY FOR DIRECT, INDIRECT OR CONSEQUENTIAL DAMAGES OR DELAY RESULTING FROM THE DEFECT.

## WARRANTY PROCEDURES

The warranty policies and procedures protect dealers and their customers by ensuring that defects or repairs are completed in a responsible and timely manner.

Weldco Hydra-Lift Warranty Department requires notification prior to the repair of a defective item during the warranty period. This notification provides an expedited method in which the issue can be resolved for the customer. Utilizing this notification process, Weldco Hydra-Lift can offer immediate guidance on the required repairs and either authorize a field repair or have the product returned to the factory for rework or replacement. In addition, immediate notification of defects is important, as it allows Weldco Hydra-Lift to improve design or manufacturing processes to our product that helps ensure Dealers and their Customers receive quality attachments.

Upon notification of a defect, Weldco Hydra-Lift will issue a tracking number. However, if a failure occurs outside of regular business hours, a tracking number may be obtained the next business day.

Once a tracking number is provided, the following information will be required for completion and payment of all approved warranty claims:

1. Nature of the failure or damage
2. Serial number of the product
3. Number of hours used
4. Date the product went into service
5. Estimate of the cost to perform suitable repairs
6. Pictures of the damage
7. Damaged parts/goods referencing tracking number to be returned upon request
8. Damaged parts/goods returned via pre-paid freight unless otherwise specified by Weldco Hydra-Lift
9. Copies of invoices for all outside charges must be included with your claim.

**Weldco Hydra-Lift will provide reimbursement on approved warranty claims submitted in a timely manner (within 60 days) complete with all of the above information. Failure to supply the required information will result in a delayed and/or denied claim. Denied claims will be returned to the associated Dealer's corporate warranty department.**

**FOR MORE INFORMATION OR TO SUBMIT A WARRANTY CLAIM, PLEASE CONTACT:**

### WELDCO HYDRA-LIFT WARRANTY DEPARTMENT

12155 - 154 Street  
Edmonton, Alberta T5V 1J3

Toll Free: 1 877 456 7779  
Fax: 780 455 6770



# WARRANTY CLAIM FORM

Distributor	Date	Tracking #
Address		
City, Province/State	Zip/Postal Code	Distributor Claim #
Phone #	Weldco Hydra-Lift Model #	Serial #
Completed By	Customer	
Address		
City, Province/State	Zip/Postal Code	
Date Delivered to First User	Date of Failure	Hours Used

## NATURE OF FAILURE

## DESCRIBE ANY INDICATION OF DEFECTIVE MATERIAL OR WORKMANSHIP

## LIST PARTS CLAIMED

QTY	PART NUMBER	DESCRIPTION	INV. NO.	NET COST	HYDRA-LIFT USE

Have parts been returned to factory?  Yes  No

Date Shipped: \_\_\_\_\_

How shipped? \_\_\_\_\_ Bill of Lading: \_\_\_\_\_

SERVICE LABOUR (\$132.50/hour)	hours
TOTAL LABOUR	\$
NET CLAIM	\$

## FOR WELDCO HYDRA-LIFT OFFICE USE ONLY

Date Claim Received in our office: \_\_\_\_\_

Documentation Attached?  Yes

No

### DISPOSITION

More Information Requested?  Yes  No Date: \_\_\_\_\_

Recommended By: \_\_\_\_\_

Settlement: \_\_\_\_\_

Amount: \_\_\_\_\_

Date: \_\_\_\_\_