



JOHN HARDER & COMPANY WARRANTY POLICY

All new John Harder & Company (hereafter known as JHC) attachments are warranted to be free from defects in material and workmanship, under normal use and service, for a period of one hundred and eighty (180) days from date of shipment to original purchaser or one thousand (1000) hours of operation, whichever occurs first.

This warranty is limited to the repair or replacement, at our option, of any part of equipment returned to our plant, freight prepaid, and determined by us to be defective. Return freight for warranty replacement parts or equipment will be provided if items are covered under warranty. JHC will determine the labor hours paid upon review of dealer claim. **No warranty claims for parts or labor will be honored if prior written approval from JHC is not obtained.**

This warranty does not cover problems resulting from normal or accelerated wear, unauthorized alterations, improper installation, abuse or lack of maintenance.

No other warranty of any kind is made by JHC, expressed or implied, statutory, by operations of law, or otherwise, including warranty of merchantability and fitness for a particular purpose unless specifically provided in writing.

No responsibility will be accepted for loss, damage or injury to personnel or equipment resulting from the use of JHC products. No one is authorized to assume liability for JHC regarding the sale and use of our products warranted to perform any task not specifically covered in the final quotation.

Claims for loss arising out of failure of any JHC product to operate for any period of time, or other economic or moral loss, or direct, immediate, special, indirect or consequential damage or injury are expressly excluded. This warranty does not apply where there is definite evidence of abuse, misapplication, improper maintenance, accident or alteration. This warranty will be void if any attempt is made by anyone to alter, repair or disassemble the item without permission from JHC.

- 1) All warranty work must have prior written approval from JHC before proceeding. Neglecting to obtain prior written approval before proceeding will void the warranty.
- 2) Equipment installed by anyone other than JHC will not be warranted unless the field installation report has been completed and returned.
- 3) Payment of warranty labor and service parts on new attachments is at 65% of normal retail rate or internal rate, whichever is less.
 - A) Troubleshooting is limited to one-hour labor. Troubleshooting in excess of one hour requires prior approval from JHC.
 - B) JHC's standard labor time schedule applies to all warranty labor. JHC will determine labor hours paid upon review of dealer claim.



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- C) Time consumed for travel is restricted and must be documented including destination and mileage to determine travel allowance assuming 40 mph.
- 4) JHC does not warrant products damaged or altered during field repair.
- 5) All parts for which a claim is filed must be returned with a JHC return authorization (RA) number noted on the shipping documents.
 - A) JHC will issue an RA number to you.
 - B) Do not return a part without an RA number.
 - C) If the part is not returned within 15 days from the date of the RA, the RA will be cancelled.
 - D) Parts returned to JHC must be shipped freight prepaid. Replacement parts will be invoiced and shipped freight collect. Credit for freight and parts will be issued if the parts are determined to be defective.
- 6) Reasonable care must be taken when packing and shipping a product to avoid damage.
- 7) Damaged or defective parts should be replaced by JHC. Do not attempt a repair such as honing, grinding, welding, etc. to any JHC part without prior approval. Any modifications or repairs attempted prior to JHC's approval will void the warranty.
- 8) JHC will ship replacement parts by air if requested, however, any reimbursed expense will be in an amount equivalent to the surface rate.
- 9) When filing for warranty, email a copy of your invoice to service@johnharderco.com, which includes the following (and/or request a Warranty Claim Form):
 - A) Attachment model number
 - B) Attachment serial number
 - (1) The data plate on most John Harder & Co. attachments is located (from the driver's view) on the right hand, backside of the attachment. If the nameplate is missing, the serial number is also stamped in the same area.
 - C) Truck make, model, serial number, and hour meter reading
 - D) Date of failure
 - E) Complete description of failure
 - F) Your cost for replacement parts (with list & description)
 - G) Labor hours and rate (retail and internal) and travel time (complete breakdown of labor to include description of work performed)
 - H) Name of the person at JHC whom you contacted about the warranty claim and date of contact