
WARRANTY POLICY

REDEKOP MANUFACTURING (2014) WARRANTY POLICY

1. The Purpose of Warranty

Warranty assures the purchaser that should a defect in material or workmanship occur during the warranty period, REDEKOP MANUFACTURING (2014), hereinafter referred to as "Manufacturer", will assume specific repair responsibilities, as listed in the warranty statement. The "Limited Warranty Statement", see attached Appendix A, is to be provided to each purchaser of each piece of new equipment. Subject to the respective regional law warranty begins on the date the product is delivered to the original purchaser of the product. Once the warranty period has begun, it cannot be stopped or interrupted.

2. Dealer Responsibilities

The following responsibilities are to be performed when the dealer delivers a product to the purchaser or otherwise places it into warranty service:

- 1) Review warranty statement, operator's manual and complete delivery report with purchaser to assure understanding of purchaser's responsibilities as related to warranty, service and the proper and safe operation of the product. Purchasers should be advised to have failed parts repaired or replaced immediately upon failure and that continued use will result in additional damage and excessive wear.
- 2) Contact Manufacturer prior to beginning repair or replacement of failed parts to make certain that the cost of repairs are consistent with the value of the product when sold. Warranty requests for units in dealer's inventory may be submitted to Manufacturer when defects are noted in products prior to the retail sale of the unit.
- 3) Provide warranty and service repairs as directed by Manufacturer Service Repair bulletins or other instructions.
- 4) All warranty claims must be completed within 30 days of repair.
- 5) No warranty will be allowed on units delivered to the retail customer prior to the full payment of that unit to the Manufacturer by the dealer.

3. Manufacturer Responsibilities

- 1) Reimbursement for parts used in warranty repair will be credited only when the parts are purchased from Manufacturer. Parts will be credited at dealer's net cost plus freight. No Warranty will be allowed on parts that are past due.
- 2) Warranty labor reimbursement for labor expense is made by payment of dealers retail labor rate for North American Dealers. See below for standard labor rates for dealers outside of North America. Labor is not paid on the warranty associated with repair parts purchased by the retail customer that are used on a product that is not currently in warranty time frame.

a. Labor Rates:

- i. North America – standard dealer rates. Redekop Manufacturing (2014) reserves the right to limit rate at any time.

- ii. United Kingdom - £46.00
 - iii. Germany - €50.26
 - iv. France - €45.15
 - v. Denmark - €64.00
 - vi. For all other countries/regions please contact Redekop Manufacturing for details.
- 3) Reimbursements for repairs made by outside sources (not dealer personnel) will be made for those services deemed necessary for the resolution of the warranty by Manufacturer Warranty Department. Outside repair invoices must have prior approval from Manufacturer Service Department and must be attached to the warranty claim after approval.
 - 4) Dealer should use parts from their parts inventory first. In the event that parts must be shipped from Manufacturer, freight will be paid by Manufacturer and will be shipped by the most economical means to arrive in the shortest possible time period. Air, next day air, priority and other special shipment methods provided by the dealer will be at customer's expense.
 - 5) Payments to the dealer for warranty reimbursement must be completed within 30 days of Manufacturer receiving the warranty claim.
 - 6) Travel time and diagnostic time for warranty work in the dealer's area of responsibility will not be paid unless prior approval is obtained from Manufacturer in advance of the repair.

4. Other Warrant Provisions

The following guidelines are to be followed when performing warranty repairs:

- 1) In all cases, the most economical repair should be performed unless otherwise directed. Credit will not be allowed for assemblies, or groups, if it is practical to make the repair with individual parts. In some cases, the assembly, or group price may be less than the total of the parts and labor required to complete the repair. In those cases, an assembly, or group, may be used.
- 2) Only those parts approved by Manufacturer are covered under Warranty. The use of parts from other sources will not be eligible for warranty consideration.
- 3) All parts removed during warranty repair should be held for a period of 60 days after the warranty claim has been submitted to Manufacturer. These parts can be discarded if disposition or return request hasn't been made during this period. Parts that are returned to Manufacturer for which credit has not been issued can be returned upon dealer request within 30 days of claim disposition. These parts will be discarded after the 30-day period.
- 4) Manufacturer reserves the right to deny or reverse any and all warranty claims for parts, labor, or miscellaneous charges when errors are found or warranty provisions are abused or fraudulent claims are submitted.
- 5) Warranty reimbursement is not possible:
 - a. If parts returned are not cleaned or properly identified, or if they are damaged in return shipment due to poor packaging.

- b. When failure falls under the “limitations” as identified in the Warranty Statement.
 - c. When Manufacturer has requested the return of certain parts, assemblies or information and has not received material within 45 days or date posted on return request.
 - d. On claims due to damage or shortage that are obviously the responsibility of dealer or the delivering carrier.
 - e. On the entire claim when warranty policy and provisions are not followed.
- 6) When Manufacturer has requested the return of certain parts, assemblies or information it is Manufacturer’s responsibility for the freight costs.

All dealers will warranty their technician’s work to the purchaser and will indemnify Manufacturer for such claims.

5. Service Bulletins

Service Bulletins will be issued when necessary to alert dealers of special repairs. Each Bulletin will give detailed directions and procedure to complete the service.

6. Procedures For Completion of Warranty Form

Please refer to Appendix B for a sample of the warranty form. Forms are available on the Redekop Manufacturing web site www.strawchopper.com/dealer-login under the Warranty section.

- 1) Dealer number, name and address – *record number, name and address of dealership who has performed warranty repairs and requests reimbursement.*
- 2) Customer name and address and telephone number – *record name, address and telephone number of original purchaser of the warranted product.*
- 3) Purchase Date – *date when product was delivered to customer.*
- 4) Serial Number – *record the serial number of the machine on which repairs were performed.*
- 5) Failure Date – *record date when failure occurred.*
- 6) Model – *record model name or number.*
- 7) Hours/Acres used – *record number of acres or hours the product was used prior to failure.*
- 8) Dealer Signature – *Signature of dealer, or dealer’s representative, verifying repairs are complete.*
- 9) Parts Required – *record all service parts used to make necessary repairs. Include*

quantity, part number, description and list price.

- 10) Labor Hours – *record time taken to perform repairs (repair time ONLY – travel time is not allowed).*
- 11) Labor Rate – *record the rate specified in warranty policy.*
- 12) Total Labor Amount – *multiply hours X rate to get total labor expense.*
- 13) Total Parts – *total dealer net price of parts used.*
- 14) Dealer Comments – *please record a brief description of failure and probable cause.*
- 15) Use of Photos – *Pictures should be attached to the dealers claim when their inclusion will help identify the condition of the part being repaired or replaced.*
- 16) Submit completed form along with pictures and supporting documentation to warranty@redkopmfg.com.

7. Delayed Warranty Repairs

Warranty repairs should be scheduled and performed as soon as possible after notification of dealer and Manufacturer. There may be circumstances that require the use of the product for a short period of time by the retail customer; or require the availability of repair parts necessary to complete the repairs. In those cases, the dealer must notify Manufacturer in writing of the extenuating circumstance and advise that the continued use of the product will not enlarge the warranty claim. These claims will then be processed as if the product is still within the warranty period.

8. Denied Claims

Dealers will be notified of a denied claim in writing that will state the reason for the denial. The dealer has the right to appeal this claim and must do so within 30 days of notification of denial. If there has been no appeal within the 30 days period the claim will be considered closed.

Appendix A

Limited Warranty Statement

Redekop Manufacturing (2014), hereinafter referred to as “Manufacturer”, warrants each new Redekop Straw Chopper sold by the Manufacturer to be free from defects in material and workmanship, under normal use and service, for a period of one (1) year after the date of delivery to the original retail purchaser. The Manufacturer will, at its option, replace or repair, at the Manufacturer’s factory, or at a point designated by the Manufacturer, any part or parts which shall appear to the satisfaction of the Manufacturer upon inspection at such point, to have been defective in material or workmanship. This Warranty does not obligate the Manufacturer to bear any transportation charges in connection with the replacement of defective parts.

This Warranty shall not apply to any upgrade which shall have been installed or operated in a manner not recommended by the Manufacturer; nor to any upgrade which shall have been repaired, altered, neglected or used in any way which, in the Manufacturer’s opinion, adversely affects its performance; nor to any upgrade in which parts not manufactured or approved by the Manufacturer have been used; nor to any accessories installed on the upgrade where the accessory manufacturer has its warranty; nor to normal maintenance or replacement of normal service items.

Manufacturer reserves the right to modify, alter, and improve any upgrade or parts without incurring any obligation to replace any upgrade or parts previously sold with such modified, altered or improved upgrade or part.

THIS WARRANTY, AND THE MANUFACTURER’S OBLIGATION HEREUNDER, IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED, IMPLIED, OR OF FITNESS FOR A PARTICULAR PURPOSE, and all other obligations or liabilities, including special or consequential damages or contingent liabilities arising out of the failure of any upgrade or part to operate properly. No person is authorized to give any other warranty or to assume any additional obligation on the Manufacturer’s behalf unless made in writing and signed by an officer of the Manufacturer.

This Warranty is effective only for the original purchaser.

Redekop Manufacturing 2014
Saskatoon, SK Canada

Appendix B



Warranty Form

Dealer #: _____	Customer name: _____
Dealer name: _____	Address: _____
Address: _____	Town/city: _____
Town/city: _____	Province/State: _____
Province/state: _____	Postal code/zip: _____
Postal code/zip: _____	Country: _____
Country: _____	Telephone: _____
Telephone: _____	Contact: _____
Contact: _____	Email: _____
Email: _____	
Purchase date: _____	Failure date: _____
Serial #: _____	Model name/ #: _____

Hours/acres used prior to failure: _____

Replacement parts requested: Yes No

Please list part #'s that failed/need to be replaced:

Part #	Description	Quantity	Dealer net price	Total parts amount

Please indicate hours used to repair failure:

Labor hours	Labor rate*	Total labor amount

*for markets outside of North America, the following labor rates apply (please contact warranty@redkopmfg.com for more details):

UK	£46.00
Germany	€50.26
France	€45.15
Denmark	€64.00

Explanation of warranty problem:

Dealer comments:

Signature: _____

Date: _____

Pictures should be attached to the warranty claim when their inclusion will help identify the condition of the part being repaired or replaced. Please email this completed form with attached pictures to our office at warranty@redkopmfg.com. All warranty claims must be completed within 30 days of repair. Please refer to the Redekop Manufacturing (2014) warranty policy for full details.

For office use only

Approved by: _____

Date: _____