

## **KERFAB WARRANTY POLICY**

At Kerfab Industries, we take pride in delivering materials handling products that meet and exceed the highest industry standards. Our commitment to quality ensures that our products are engineered to conform to the stringent Australian Standards, providing customers with robust and reliable solutions for their needs. We stand behind the quality of our products and offer the following warranty provisions:

### **Warranty Terms:**

- (1) Kerfab warrants that our products shall be free from defects in material or workmanship for a period of 24 months from the date of delivery to the purchasing customer.
- (2) At our sole discretion, Kerfab may choose to replace or repair the product or any defective part thereof.
- (3) This warranty is exclusively for the benefit of the named original customer and cannot be transferred or assigned.
- (4) The warranty applies only to Kerfab products fitted or installed by Kerfab or our approved installers.
- (5) Travel costs associated with assessing or repairing a Kerfab product covered under this manufacturer's warranty are not included.

### **Customer Responsibilities:**

This warranty is subject to and conditional upon the strict compliance of our customers with the following responsibilities:

- (1) Customers must notify Kerfab as soon as possible of any claims or circumstances that may give rise to a claim.
- (2) Customers must provide Kerfab with details of the claim, along with any other information reasonably required to evaluate the claim.
- (3) The product should not be used once a defect is apparent.
- (4) It will be the customers financial responsibility to cover freight to return the attachment/component for assessment. Any claims that are then deemed warrantable the freight cost will be reimbursed.
- (5) Repairs or attempts to repair the defect by any other party without prior written approval from Kerfab are not allowed.

## Warranty Exclusions:

Not everything is covered by this warranty. The following exclusions apply:

- (1) Mechanical failures due to a failure to comply with the service requirements as specified.
- (2) Repairs required because of continued operation of the item once a defect or fault has occurred, including the loss of lubricants and coolant that results in consequential damage to associated components or systems.
- (3) Damage resulting from impacts or road traffic accidents.
- (4) Kerfab Industries are not responsible for any impact to business or financial loss due to the failure of an attachment or component. This includes but it not limited to:
  - a. personal liability
  - b. work contract or agreement
  - c. revenue or profit
  - d. production
  - e. increase to a business overhead cost
- (5) Claims where damage to a covered component was caused by a non-covered component.
- (6) Mechanical failures caused by misuse, neglect, abuse, negligence, lack of normal maintenance, improper servicing, or incorrect operation of the item as per the operations guide as determined by the Kerfab warranty administrator/ supervisor.
- (7) Ground Engaging Tools – Cutting Edge, Bucket Wraps, Teeth, Adapters, Chassis and Wearing Components – Bruising on Coupler Chassis, Pins, Bush & Bearing wear, Spring Tensions or components considered a “wear and tear” item.
- (8) Claims attributable to failure to follow the manufacturer's operating guidelines or exceeding the manufacturer's operating limitations.
- (9) Claims where Kerfab has not been contacted before the commencement of repairs or repairs initiated without a Kerfab-issued work authorization number.
- (10) Claims where the repair has not been performed by Kerfab, unless specifically authorized by Kerfab before the claim.
- (11) Mechanical failures arising from unauthorised repairs.
- (12) Mechanical failures attributed to modifications unless the modification has been endorsed

by Kerfab in writing. Modified components must be disclosed in your warranty application and are expressly excluded from coverage.

(13) Failures caused by corrosion, electrolysis, fertiliser or rust.

(14) Tapping's, threads, and fixing/fastening devices.

(15) Mechanical failures caused by a fault existing before the commencement of coverage.

(16) Use of the product for a purpose not specifically designed or intended by the Manufacturer.

At Kerfab Industries, we are dedicated to providing you, with high-quality load handling products and support. This warranty statement reflects our commitment to ensuring your satisfaction and peace of mind from our dedicated aftersales team.