

KERFAB GROUP WARRANTY POLICY TERMS 2026

At Kerfab Group, 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 Kerfab manufactured products shall be free from defects in material or workmanship for a standard period of 24 months from the date of delivery to the purchasing customer.
- (2) Subject to registration within 30 days of purchase by the purchaser the warranty will be extended to 48 months from the date of initial delivery.
- (3) Where the purchaser purchased from a dealer or distributor of Kerfab products, the extended warranty will be made available upon registration of the purchase with Kerfab Group within 30 days of the purchase from a dealer or distributor.
- (4) At our sole discretion, Kerfab may choose to replace or repair the product or any defective part thereof.
- (5) This warranty is exclusively for the benefit of the purchaser and cannot be transferred or assigned.
- (6) Travel costs associated with assessing or repairing a Kerfab product covered under this manufacturer's warranty are not included.
- (7) The warranty for products manufactured by a third party will be limited to that manufacturer's warranty and conditions.

For registration use the link - <https://kerfab.com.au/warranty-registration>

Customer Responsibilities:

This warranty is subject to and conditional upon the strict compliance by the purchaser of the following conditions:

- (1) The purchaser has complied with any predelivery and assembly instructions;
- (2) The purchaser has registered the Warranty within 30 days of purchase.
- (3) The purchaser has maintained the goods in accordance with its manual or operating instructions.
- (4) The purchaser has notified Kerfab as soon as possible of any claims or circumstances that may give rise to a claim.
- (5) A Warranty claim form has been lodged via the link: <https://kerfab.com.au/warranty-registration>

- (6) Customers must provide Kerfab with details of the claim, along with any other information reasonably required to evaluate the claim including date stamped photographs.
- (7) The product has not be used once a defect is apparent.
- (8) It is the purchaser's financial responsibility to cover freight to return the attachment / component for assessment. The freight cost will be reimbursed in the event the claim is accepted.
- (9) Repairs or attempts to repair the defect by any other party without prior written approval from Kerfab are not allowed.

Warranty Exclusions:

Please note 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, or misuse
- (2) Repairs required because of continued operation of the item once a defect or fault had been detected, including from the loss of lubricants and coolant that results in consequential damage to associated components or systems.
- (3) Consequential damage as a result of hydraulic fluid contamination to other components or system related ancillaries. This includes but is not limited to pumps, hoses, fittings, cylinders, valves and reservoirs.
- (4) Damage resulting from impacts or road traffic accidents.
- (5) Kerfab is not responsible for any impact to business or financial loss due to the failure of an attachment or component.

This includes but is not limited to:

- personal liability
 - work contract or agreement
 - revenue or profit
 - production
 - increase to a business overhead cost
- (6) Claims where damage to a covered component was caused by a non-covered component.
 - (7) Mechanical failures caused by misuse, neglect, abuse, negligence, lack of normal maintenance, incorrect installation, improper servicing, or incorrect operation or use of the item as per the operations guide as determined by the Kerfab warranty administrator / supervisor.
 - (8) Ground Engaging Tools – Cutting Edge, Bucket Wraps, Teeth, Adapters

(9) Chassis and Wearing Components – Bruising on Coupler Chassis, Pins, Bush & Bearing wear, Spring Tensions or components considered a “wear and tear” item.

(10) Claims attributable to failure to follow the manufacturer's operating guidelines or exceeding the manufacturer's operating limitations.

(11) Claims where Kerfab has not been contacted before the commencement of repairs or repairs initiated without a Kerfab issued work authorization number.

(12) Claims where the repair has not been performed by Kerfab, unless specifically authorised by Kerfab before the claim.

(13) Mechanical failures arising from unauthorised repairs.

(14) 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.

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

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

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

(18) Use of the product for a purpose not specifically designed or intended to be used by the manufacturer.

The benefits given to the consumer by this warranty are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates. The Purchaser may also have other legal rights which vary from state to state, and country to country. This warranty does not affect those rights.

At Kerfab Group, 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.