

SUPERIOR ENGINEERING WARRANTY POLICY

SUPERIOR ENGINEERING'S WARRANTY POLICY WILL BE ADMINISTERED IN ACCORDANCE WITH THE FOLLOWING GUIDELINES:

-The warranty policy provides for payment of warranty labor on new attachments at 75 % of dealer's published retail labor rate.

-Labor hours paid will be limited by Superior Engineering's standard labor time schedule unless prior approval for deviation is obtained from a Superior Engineering service representative.

-Lift truck modification for various attachment applications are not considered warranty.

-Troubleshooting time in excess of one hour must have the prior approval of a Superior Engineering service representative.

-Travel time in excess of one hour must have the prior approval of a Superior Engineering service representative.

-Warranty repair will not be honored for amounts exceeding the cost of the attachment or accessories.

-Superior Engineering's warranty claim form must be used to submit claims. Any warranty sent to Superior Engineering on normal invoices will be returned.

-The warranty claim form should be completed accurately and with as much detail as possible.

-Please contact a Superior Engineering representative to obtain a warranty claim number and a return goods authorization (RGA) number as required.

-Warranty claims must be submitted within 30 days of malfunction date.

-Goods on RGA's must be returned within 10 days of RGA issue date unless authorized by Superior Engineering service representative.

-In those cases where Superior Engineering has supplied components/accessories not manufactured by Superior Engineering, the original manufacturer's warranty will apply.

Statement to Dealers

Warranty repairs should not be considered an area for profit. If your company has this philosophy, please look for an alternative source for these products.