

## LIMITED WARRANTY

All new products are warranted to be free from defects in material and/or workmanship for one (1) year. Under no circumstances will it cover any merchandise or components thereof, which, in the opinion of the company, have been subject to misuse, unauthorized modifications, alterations, accidents, or if repairs have been made with parts other than those obtainable through Paladin Light Attachment Tools.

Warranty period will begin on the date of invoice, or 6 months after invoice date if no product registration is received. In the event of a defect within the warranty period (excluding: Cable, ground engaging parts such as sprockets, digging chain, bearings, teeth, tamping and demolition heads, blade cutting edges, pilot bits, auger teeth, auger heads, and broom brushes) and after examination, it is determined failure was due to defective material and/or workmanship, part(s) will be repaired or replaced. PLC may request defective part(s) be returned to them for inspection at their place or business or sent to a specified locations.

Any claims under this warranty must be made within thirty (30) days from date of repair, and all repairs must be made within 30 days from date of failure. All claims not made in writing and received within these time periods specified above shall be denied.

### LIMITATIONS ON RESPONSIBILITY

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, AND THERE ARE NO WARRANTIES OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL PALADIN LIGHT ATTACHMENT TOOLS BE LIABLE FOR CONSEQUENTIAL OR SPECIAL DAMAGE.

PALADIN LIGHT ATTACHMENT TOOLS LIABILITY FOR ANY AND ALL LOSSES AND DAMAGES TO BUYER, RESULTING FROM ANY CAUSE WHATSOEVER, INCLUDING NEGLIGENCE, IRRESPECTIVE OF WHETHER SUCH DEFECTS ARE DISCOVERABLE OR LATENT, SHALL IN NO EVENT EXCEED THE PURCHASE PRICE OF THE PARTICULAR PRODUCTS WITH RESPECT TO WHICH LOSSES OR DAMAGES ARE CLAIMED, OR, AT THE ELECTION OF PALADIN LIGHT ATTACHMENT TOOLS THE REPAIR OR REPLACEMENT OF DEFECTIVE OR DAMAGED PRODUCTS.

## WARRANTY PROCEDURES

Upon notification of a problem/failure on a component, please advise the Customer Service Department as to the following:

- Serial number of the attachment
- Description of specific component failure
- Number of hours on Prime Mover
- Comments pertaining to failure from end user

If repair will require parts, **you must refer to warranty consideration** when ordering parts through the Customer Service Department.

Upon receipt of replacement parts or verbal approval from the Customer Service Department to proceed with warranty resolution, all defective parts must be retained for evaluation by the brand. **Failure to retain defective parts will result in cancellation to any warranty consideration.**

If a defective component is deemed necessary to be returned to the brand, a Returned Merchandise Authorization (RMA) number will be issued. All shipping documents should show this number.

If a defective component can be fixed at your location or in the field, please **notify the brand for approved rework authorization**. Send a picture of the defect to the Customer Service Department before proceeding with any other repairs.

Upon completion of the repairs, send all pertinent documentation showing labor hours, material costs, and any other warranty costs as described in the Paladin Attachment Tools Warranty Policy.

**Flat rate hours will be quoted by the Customer Service Department for any repair.** If problems are encountered that were not addressed originally, the brand must be contacted to obtain authorization for additional labor hours. Each brand cannot be responsible for work performed without prior notification.