

Paladin Heavy Attachment Tools

Limited Warranty Policy

Paladin Heavy Attachment Tools ("Paladin") warrants its products against faulty design, material, and workmanship for a period of one (1) year from date of delivery or 2,000 hours, whichever comes first. Refer to the Product Manual for proper maintenance procedures.

Hydraulic kits and components are warranted for one (1) year from factory delivery date. Cylinders must be returned in their entirety and not have been disassembled to be considered for warranty. After Warranty and Purchased Parts including cylinders, hydraulic valves, seal kits, electrical components and wear parts are warranted for 90 days. Disassembly, modification or welding of cylinders without Paladin's written authorization voids the warranty on the cylinder and the seals. All valves must be packaged and sealed to prevent contaminants from entering the valve during shipment. Valves improperly packaged will not be considered for warranty. Hydraulic hoses are warranted against failure due to workmanship. Improper installation, ripping or cutting due to unauthorized modifications of Paladin Heavy Attachment Tools installation procedures is not warranted. A Paladin Dealer or Paladin representative must install hydraulic kits and components for failures to be given warranty consideration.

Paladin will repair or replace, at its sole option, any equipment proven to Paladin's satisfaction to be of faulty design, material or workmanship. Warranty replacement parts will be shipped second day air. This warranty does not include or cover purchased sub-assemblies including, but not limited to, teeth, tines (forks), cylinders, blades, etc. Such purchase sub-assemblies are covered only by the OEM's warranty, if any, of their respective manufacturers, and not by Paladin. Dealer labor rate charges on approved warranty repairs shall not exceed 70% of dealer regular hourly rate. Overtime charges need prior written approval. Travel time and mileage expenses are not covered under warranty. Claims received 30 days past the repair date will not be considered for warranty coverage and shall be null and void.

LIMITATIONS:

This **LIMITED WARRANTY** does not cover product, which in the opinion of Paladin, is damaged due to abuse, misuse, misapplication, prohibited operation, improper maintenance, alteration, unauthorized service, contamination by the base machine, or normal wear and tear. This **LIMITED WARRANTY** is void if the product is modified in any way without the written consent or instruction of Paladin. This **LIMITED WARRANTY** is null and void if the product is used in a prohibited operation, or unauthorized adjustment/assembly/disassembly has occurred. This **LIMITED WARRANTY** is the exclusive warranty and is given in lieu of any and all other warranties, whether expressed or implied, arising in any fashion including but not limited to the course of dealing and course of performance, and including but not limited to warranty of merchantability or warranty of fitness for a particular purpose. Dealers or Agents of Paladin have no authority to make any type of representation or warranties on behalf of Paladin beyond those expressly set forth in this document.

Paladin Heavy Attachment Tools couplers are manufactured with a patented design to interface with Paladin attachments, OEM attachments and Paladin female adapters (ribs). The use of attachments other than Paladin attachments, OEM attachments and Paladin female adapters (ribs) will void all warranty on the Paladin Heavy Attachment Tools coupler. The use of Paladin Heavy Attachment Tools adapters on unapproved attachments is not sanctioned. A "home made" or nonstandard attachment outside the specifications for the machine will void the warranty on the Paladin Heavy Attachment Tools coupler.

In no event shall Paladin be liable to any party, including but not limited to buyer, for any direct, incidental, consequential, punitive, or special damages, including but not limited to loss of profits, loss of productivity, in any way related to or arising, directly or indirectly, from the product. The liability of Paladin for any and all losses and damages to buyer, its successors and assigns, resulting from any cause whatsoever, including the negligence of Paladin, irrespective of whether such defects are discoverable or latent, shall in no event exceed the purchase price of the product with respect to which such losses or damages are claimed.

Paladin Heavy Attachment Tools

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.

Warranty claims can be submitted online through our website - www.paladinattachments.com - or manually submitted by email, fax, or standard mail.

RETURNED MERCHANDISE POLICY

ITEMS SHIPPED IN ERROR

Each brand will accept returned items, with prior approval of the brand (See RMA Paragraph below), within thirty (30) days after shipment without a restocking charge, freight collect.

ITEMS ORDERED IN ERROR

When current parts are incorrectly ordered and returned to the brand the **customer is responsible for freight costs and a 25% restock fee.**

When current parts are purchased without a serial number and returned, the **customer is responsible for freight costs and a 25% restock fee.**

When current parts with a 90 day + shelf life are purchased and returned, the **customer is responsible for freight costs and a 35% restock fee.**

NON-CURRENT AND SPECIAL PARTS ITEMS

Paladin Heavy Attachment Tools will **NOT** accept returned items, which are special order or used on non-current machines.

SERVICE PARTS

Each brand will accept returned service parts items, which were ordered in error, with prior approval of the specific brand (See RMA), within thirty (30) days after shipments with a **25% restocking charge, freight prepaid.**

RMA - RETURNED MERCHANDISE AUTHORIZATION

All return items must have prior approval of the brand and be assigned a RMA (Returned Merchandise Authorization) number by either the brands Sales or Parts Department and must be returned within thirty (30) days of request.

CANCELLATION POLICY

Orders canceled will carry a cancellation charge equal to 10% of the net invoice of the item (minimum \$100 charge).

NON-CURRENT AND NON-STANDARD ITEMS

Orders canceled will carry a cancellation charge equivalent to 100% of the net invoice price.