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# PICKETT EQUIPMENT

*Manufacturers of  
the Most Innovative  
Bean Equipment*

## **PICKETT EQUIPMENT WARRANTY POLICY**

### **I. THE PURPOSE OF WARRANTY**

Warranty assures the purchaser that should a defect in material or workmanship occur during the warranty period, Pickett Equipment will assume specific repair responsibilities, as listed in the warranty statement. The warranty statement is to be provided to each purchaser of each piece of new equipment. Warranty begins on the date the product is delivered to the original purchaser of the product. Once the warranty period has begun, it cannot be stopped or interrupted.

### **II. DEALER RESPONSIBILITIES**

The following responsibilities are to be performed when the dealer delivers a product to the purchaser or otherwise places it into warranty service:

1. Complete the Warranty Registration Form and forward to Pickett Equipment within 30 days of the sale of the product. Warranty reimbursement is contingent upon product registration.
2. Review warranty statement, operator's manual and complete delivery report with purchaser to assure understanding of purchaser's responsibilities as related to warranty, service and the proper and safe operation of the product. Purchasers should be advised to have failed parts repaired or replaced immediately upon failure and that continued use will result in additional damage and excessive wear.
3. Contact manufacturer prior to beginning repair or replacement of failed parts to make certain that the cost of repairs are consistent with the value of the product when sold. Warranty requests for units in dealer's inventory may be submitted to Pickett Equipment when defects are noted in products prior to the retail sale of that unit.
4. Provide warranty and service repairs as directed by Pickett Equipment Service Repair Bulletins or other instructions.
5. All warranty work must be completed within 30 days of failure. Notify Pickett Equipment's Warranty Department if repairs will require more than 30 days after failure for an extension. No claim will be accepted for warranties that exceed this 30 day period.
6. No warranty will be allowed on units delivered to the retail customer prior to the full payment of that unit to the manufacturer by the dealer.
7. If diagnostic time is required, contact Pickett Equipment prior to beginning the warranty repair for approval.

### **III. PICKETT EQUIPMENT'S RESPONSIBILITIES**

1. Reimbursement for parts used in warranty repair will be credited only when the parts are purchased from Pickett Equipment. Parts will be credited at dealer's net cost. No warranty will be allowed on parts that are past due. Dealer should use parts from their parts inventory first. In the event that parts must be shipped from Pickett Equipment, freight will be paid by Dealer and will be shipped by the most economical means to arrive in the shortest possible time. Air, Next Day Air, Priority and other special shipment methods requested by the dealer will be at customer's expense. Freight could be reimbursed once warranty has been approved by Pickett Equipment.
2. Warranty Labor Reimbursement for labor expense to the dealer is made by payment of the (retail labor rate) (up to \$37.50 per shop hour), or as regulated by state statutes. Repair times will be reviewed by Pickett Equipment and may be adjusted to average repair time required by other dealers to make similar repairs. Labor is not paid on the warranty associated with repair parts purchased by the retail customer that are used on a product that is not currently in warranty time frame.
3. Reimbursements for repairs made by outside sources (not dealer personnel) will be made for those services deemed necessary for the resolution of the warranty by Pickett Equipment's Warranty Department. Outside repair invoices must have prior approval from Pickett Equipment's Service Department and must be attached to the warranty claim after approval.

### **IV. OTHER WARRANTY PROVISIONS**

The following guidelines are to be followed when performing warranty repairs:

1. In all cases, the most economical repair should be performed unless otherwise directed. Credit will not be allowed for assemblies, or groups, if it is practical to make the repair with individual parts. In some cases, the assembly, or group price may be less than the total of the parts and labor required to complete the repair. In those cases, an assembly, or group, may be used.
2. Only those parts provided by Pickett Equipment are covered under Warranty. The use of parts from other sources will not be eligible for warranty consideration.
3. All parts removed during warranty repair should be held for a period of 60 days after the warranty claim has been submitted to Pickett Equipment. These parts can be discarded if disposition or return request hasn't been made during this period. Parts that are returned to Pickett Equipment for which credit has not been issued can be returned upon dealer request within 30 days of claim disposition. These parts will be discarded after the 30-day period.
4. Pickett Equipment reserves the right to deny or reverse any and all warranty claims for parts, labor, or miscellaneous charges when errors are found or warranty provisions are abused or fraudulent claims are submitted.

## V. WARRANTY REIMBURSEMENT IS NOT POSSIBLE:

- a. If parts returned are not cleaned and properly identified, or if they are damaged in return shipment due to poor packaging.
- b. When failure falls under the “limitations” as identified in the Warranty Statement.
- c. When Pickett Equipment has requested the return of certain parts, assemblies or information and has not received material within 30 days of date posted on return request.
- d. On claims due to damage or shortage that are obviously the responsibility of dealer or the delivering carrier.
- e. On the entire claim when warranty policy and provisions are not followed.

**All dealers will warranty their technician’s work to the purchaser and will indemnify Pickett Equipment from such claims.**

### Service Bulletins

Service Bulletins will be issued when necessary to alert dealers of special repairs. Each Bulletin will give detailed directions and procedures to complete the service.

## VI. PROCEDURES FOR COMPLETION OF WARRANTY FORM

1. Dealer number, name and address - *record number, name and address of dealership who has performed warranty repairs and requests reimbursement.*
2. Customer name and address and telephone number - *record name, address and telephone number of original purchaser of the warranted product.*
3. Purchase Date - *date when product was delivered to customer.*
4. Serial Number - *record the serial number of the machine on which repairs were performed.*
5. Failure Date - *record date when failure occurred.*
6. Model - *record model, name or number.*
7. Hours/Acres used - *record number of acres or hours the product was used prior to failure.*
8. Dealer Signature - *Signature of dealer, or dealer ‘s representative, verifying repairs are complete.*
9. Parts Required - *record all service parts used to make necessary repairs. Include quantity, part number, description and list price.*

10. Labor Hours - *record time taken to perform repairs. (Repair time ONLY- Travel time is not allowed)*
11. Labor Rate - *record your, normal retail shop rate or the rate specified in Warranty Policy, whichever is less.*
12. Total Labor Amount - *multiply hours x rate to get total labor expense.*
13. Total Parts - *total list price of parts used.*
14. Dealer Comments -*please record a brief description of failure and probable cause.*

## **VII. USE OF PHOTOS**

Pictures should be attached to the dealer's claim when their inclusion will help identify the condition of the part being repaired or replaced, and thus assisting in approval of the claim. In many cases, the use of photos may eliminate the need to return parts for evaluation. Photos will not be returned unless specifically requested.

## **VIII. DELAYED WARRANTY REPAIRS**

Warranty repairs should be scheduled and performed as soon as possible after notification of dealer and Pickett Equipment. There may be circumstances that require the use of the product for a short period of time by the retail customer or the availability of repair parts necessary to complete the repairs will require the work to extend past the 30-day period. In those cases, the dealer must notify Pickett Equipment in writing of the extenuating circumstance and advise that the continued use of the product will not enlarge the warranty claim. These claims will then be processed as if the product is still within the warranty period.

## **IX. DENIED CLAIMS**

Dealers will be notified of a denied claim in writing that will state the reason for the denial. The dealer has the right to appeal this claim and must do so within 30 days of notification of denial. If there has been no appeal within the 30 days period the claim will be considered closed.

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