



Highlander Hydraulics CC

Hydraulic Component Manufacture & Repair

2 Meidlinger Street,
Nelspruit
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VAT Reg No: 4080257688

P.O. Box 19090
1200

HIGHLANDER HYDRAULICS CC WARRANTY AGREEMENT

Highlander Hydraulics CC warrants its product to be free from defects in workmanship. All equipment to be used in normal/Standard commercial service and properly maintained according to the OEM service schedule by the OEM personnel. The warranty does not apply to any product that has been altered from its original design and original purpose. This warranty does not cover normal wear & tear, maintenance or malfunction caused by improper handling, installation, abuse, misuse, negligence, or carelessness of operation. There are no warranties which extend beyond that of the new equipment purchased warranty (typically 12 months from sale), this may vary according to machine fault history, condition and hours. Highlander Hydraulics warranty does not include the reimbursement for travel time, towing, vehicle rental, service calls, oil, batteries, fabricated parts, loss of income due to downtime, damage due to misuse or abuse, negligence, accidents, alterations, overtime expenses, routine, maintenance or normal wear & tear. Hydraulic hoses and fittings as well as rust is not covered under warranty. Any parts that are found to be missing after the initial in-service date are not covered under warranty. Weak or faulty batteries are not covered under warranty. Any worn pins, bushes and/or grease nipples are considered a usual wear issue therefore not warrantable as a manufacturing issue. The tightening of loose fittings is to be considered a maintenance issue, therefore any hydraulic leaks due to a loose fitting is not covered under warranty. Low, incorrect or contaminated fluids, and any damages or loss arising from this, are not covered under warranty. See OEM spec. No other warranty, express or implied (including, but not limited to warranties of merchantability or fitness for a particular purpose) has been made or exists. Without limiting, the foregoing, except as otherwise provided herein, the company: Undertakes no responsibility for the quality or performance of the goods; assumes no responsibility that the goods will be fit for any particular application. Highlander Hydraulics neither assumes nor authorizes any other person to assume for it any additional liability in connection with the sale of its products. Highlander Hydraulics will repair or replace any parts damaged beyond normal wear caused by faulty workmanship, replacement of part/s does not extend the warranty coverage period of the related part, product or machine. Such replacement will be furnished without cost to the owner and the installation will be covered per a flat rate through authorized personnel. Please contact Highlander Hydraulics for authorization before removing and returning any product.

Warranty Procedure

Warranty work or claims will be made by the authorized Highlander Hydraulics Distributors or Service Centre and personnel. Warranty work performed per the flat rate schedule will not need authorization. If the problem cannot be solved or flat rate labour is not listed, Contact Highlander Hydraulics for assistance. Parts and/or materials sent out for warranty repair purpose will be invoiced and a credit will be issued upon return of defective parts. Parts used for HH inventory, will be replaced. Highlander Hydraulics job number and delivery note must be included for parts which are required to be returned.

Special shipping charges such as overnight and freight for returned parts will be the responsibility of the customer.

Type and term of warranty

Type of Warranty: Against faulty workmanship

Term of Warranty: 3 Months from date of Invoice.

Return of Spare Parts

To receive credit on returned parts, the original purchase date must be within 1 week / 5 working days. Parts must be received in good condition. Any part received not in good condition will be subject to inspection and possible refusal if part cannot be brought back to new condition. The cost of rework will be deducted from credit amount. All parts being returned must have Highlander Hydraulics Job Number, copy of original invoice, and a detailed packing list of returned parts. All returned parts are subject to a 15% restocking charge. Highlander Hydraulics job numbers will be issued by the parts department, and are valid for 30 days. All returned Highlander Hydraulics parts must be returned to Highlander Hydraulics 2 Meidlinger Street, Nelspruit.

Conditions

Highlander Hydraulics to take a full background check on the machines history for the related period

Highlander Hydraulics to view every service interval oil wear check for the related period

Highlander Hydraulics to carry out installation of new or repaired components and commissioning thereof.

Highlander Hydraulics to service components or machine in warranty period. All incurring costs for customers account. Installation of new or repaired components will be as per standard procedure. (Such as cleaning of tank, fitment of new OEM filtration components and new OEM oil).

All relevant instrument and warning systems to be operative during warranty period.

All peripheral attachments to major components to be in a serviceable condition e.g. drive shafts, pulleys etc. All warranties subject to correct services & installation requirements.

Warranty agreement to be advised and amended at any time, without prior notice, and for the discretion of
Highlander Hydraulics.