

Conterra Industries Product Warranty / Registration

A Warranty-Product Registration Form must be submitted through e-mail to make warranty effective.

Warranty Start Date:

All products must be registered with Conterra Industries within 30 days of purchase, to make warranty claims effective. Claims must be submitted using all necessary and appropriate forms along with supporting photos to be considered for approval. Warranty-Product Registration Forms and all other forms can be submitted to warranty@conterraindustries.com.

Note: Conterra Industries reserves the right to decline any claim that does not meet the criteria specified above. **Pre-approval and an accompanying claim number** provided by a Conterra Industries representative is required prior to any warranty work or repairs being performed.

Our 1-Year Limited Warranty

Conterra Industries warranties each new attachment sold to be free from manufacturer's defects in material and workmanship for a period of twelve (12) months from date of delivery to the original purchaser. This warranty is not transferable, except with the written consent of Conterra Industries. All attachments are subject to the limitations set forth herein.

Notification: Conterra Industries' obligations are contingent on receiving written documentation or notice of declared defect and requested corrective action within the effective warranty period. Necessary written notification includes, but is not limited to, a **Conterra – Warranty Claim Form**. Additional supporting information, such as photos, may be required for individual claims. Conterra Industries has no obligation to cover any corrective action taken prior to the necessary notification procedure. **Part of the notification process may include pictures** or other supporting details to adequately support the claim. Failure to supply requested information may void warranty.

Corrective Action: Our obligation under this warranty is to repair or replace, free of charge, at our facility or an approved location any registered part/product proven defective within the stated warranty time. At the request of Conterra Industries, defective parts or products subject to a warranty claim shall be returned, freight pre-paid and appropriately packaged, to a Conterra Industries location.

Limitations and Exclusions

Other Manufacturer's Warranty: On products or parts furnished or sold by Conterra Industries but manufactured by a different manufacturer, the warranty of the said manufacturer shall be applied if it is applicable. Conterra Industries does not represent such manufacturer and cannot guarantee compliance with any warranty terms on behalf of such a manufacturer.

Exclusions: The following exceptions shall be applied to all Conterra Industries products where applicable. These specified exclusions or damage related to these exclusions void Conterra Industries' warranty:

- Products which have been **operated in excess of rated capacities or beyond specified speed or load conditions**
- Damage or defect as a result of **improper use, operator negligence, misuse, abuse, improper handling or accidents.**

- **Unapproved alterations or repairs** by any party that, in the judgement of Conterra Industries, adversely affects the product, operation or performance
- Failure to provide **necessary or reasonable maintenance, sufficient lubrication or required storage**. *Note:* It is the customer's responsibility to tighten and secure any components that may come loose after use as part of routine maintenance. Any damage or other consequences as a result of failure to engage in this routine maintenance can exclude product from warranty at the discretion of Conterra Industries.
- **Previously owned attachments** (Warranty is non-transferable)
- **Fork tines and seal kits**
- **Ground engaging tools and components** in which natural wear is involved. These include but are not limited to: wear edges, cutting teeth, bristles, wheels/tires, discs, scarifiers, and skid shoes
- **Products with parts/components are subject to thirty day warranty where not covered by Other Manufacturer's Warranty.** These may include:
 - Hydraulic Rams
 - Chains, Sprockets, Tensioners
 - Bearings
 - PTO Shafts
 - Gearboxes or Motors
 - Driveshafts

Mounts: Conterra Industries shall strive to ensure a correct fit between the implement and designated equipment. However, the large number of makes and models of various equipment and frequent design changes may prevent Conterra Industries from providing products that fit every unit correctly. Therefore, ensuring the compatibility of Conterra Industries' attachment with the make and model of equipment it is to be used on is the sole responsibility of buyer/customer, unless otherwise stated. Failure to ensure the correct fit between machine and attachment may void warranty.

Note:

Conterra Industries shall not be liable for any consequences or damages of any kind, including but not limited to transportation costs and labour costs related to repairs or lost time profits and expenses which may have accrued because of claimed defect.

Notwithstanding anything in this warranty is to the contrary, in no event shall Conterra Industries' total liability exceed the purchased price of the claimed product.

Conterra Industries reserves the right to make changes or add such improvements at any time without incurring obligation to make such changes or add such improvements to products previously sold.

Conterra Industries disclaims all other warranties, whether express or implied, including but not limited to any implied warranty of merchantability or fitness for a particular purpose. This warranty is exclusive remedy of buyer. This warranty cannot be extended, broadened or changed in any respect except with the written consent of an executive officer of Conterra Industries.