

## **GREENMECH WOOD CHIPPER WARRANTY POLICY**

### **PERIOD OF WARRANTY**

All new GreenMech machinery is supplied with a 3-year parts and labour warranty from original date of purchase.

### **LIMITATIONS**

This warranty applies only to manufacturing defect and **does not** cover repairs or costs due to:

1. Normal wear and tear.
2. Routine maintenance or adjustment.
3. Damage caused by improper handling/abuse/misuse or neglect.
4. Lack of or over lubrication
5. Overheating due to lack of maintenance.
6. Damage due to fittings/fasteners becoming loose/detached through lack of maintenance.
7. Damage caused by cleaning with water.
8. Machines serviced or repaired by non-authorized GreenMech dealers.
9. Machines incorrectly assembled or adjusted.
10. Damage caused by improper use of the machine.
11. Items/parts that are not normally covered by the warranty, including but not limited to: Blade and Blade Assemblies - Belts - Filters - Clutch Assemblies - Lubricants - Wheels & Tyres –Axles- Brakes- Batteries – Bearings -Dampers – Paint – Tracks - Cables
12. Consequential loss, damages or costs.

### **MAINTENANCE**

Maintenance carried out during the warranty period should be carried out as per section 6 of the machine owner's manual and by an authorised GreenMech dealer.

### **ENGINES**

This is covered by the manufacturer of the engine. Please refer to the separate warranty conditions as supplied with the owner's manual.

**All warranty repairs must be carried out by an authorised GreenMech dealer, except for engines, please refer to separate warranty terms supplied with the engine owner's manual.**

### **SUBMITTING A CLAIM**

1. Claims will only be accepted on receipt of a correctly completed warranty form, submitted via email [warranty@timberwolf-uk.com](mailto:warranty@timberwolf-uk.com).
2. Claims must be submitted within 10 days from date of repair.
3. Labour will be credited at the rate of £40.00 per hour.
4. Mileage will be credited at £0.50 per mile, up to 100 miles.
5. Factory repair times will only be credited, unless full details are given on claim form.
6. Payment will not be made for diagnostic or travelling time.