

HEAD OFFICE

96 McLean Avenue
Hartland, NB
E7P 2K5
ph: (506) 375-4493
fx: (506) 375-4848

CAMBRIDGE BRANCH

315 Thompson Drive
Cambridge, ON
N1T 2B3
ph: (519) 623-9500
fx: (519) 623-9511

OUR COMMITMENT TO YOU

- Craig Manufacturing Ltd. warrants to the original purchaser all products manufactured by CRAIG to be free from defects in design, material and workmanship for a period of (12) months starting from the date of delivery from factory.
- If a failure occurs during the warranty period Craig will make every effort to get you working again, and your claim resolved, within the shortest possible time.

WHAT TO DO IF SOMETHING GOES WRONG

- If you find yourself with a CRAIG product that's causing you a problem that you suspect may be eligible for warranty you should:
 - Call Craig Tech Support at 1-800-565-5007. Our technicians have seen, and resolved, every sort of problem imaginable. You very well might get back working again with just a little technical guidance.
 - If it looks like the call is going to need to be resolved through the warranty process, the technician will put you through to the Warranty Admin for further help and guidance on how CRAIG will be working with you through your warranty claim.

NOTE: WHEN AT ALL POSSIBLE, PLEASE SEEK GUIDANCE AND APPROVAL FROM THE CRAIG WARRANTY ADMINISTRATOR BEFORE ANY REPAIR IS INITIATED.

WHAT INFORMATION IS NEEDED TO PROCESS A CLAIM?

- TAKE PICTURES! As part our goal of continuous improvement we request that all warranty claims be accompanied with photos of the failure. These are an invaluable tool in our product improvement process.
- A completed Claim Form. It's a simple sheet that asks some quick questions about the nature of the failure. You must provide a completed claim forms within 60 days of the claim resolution.
- If you've done APPROVED work in your shop or hired APPROVED sublet services to resolve the failure, make sure to attach all required supporting documentation including: work orders, sublet invoices and any other related documents requested by the Warranty Admin
- Please hold ALL defective parts for a period of 90 days after the failure. We may request that these be shipped back to our factory for inspection.*

NOTE: FAILURE TO SUBMIT ALL REQUIRED INFORMATION COULD RESULT WARRANTY DELAY OR DENIAL

IT'S FIXED! NOW HOW DO I GET COMPENSATED?

PARTS

- If a failure was caused by proven defective parts, they will be repaired or, at our option, replaced free of charge.*

REPAIR

- If a failure has been repaired by an approved Craig dealer shop, a credit for the labour will be issued to that dealer.
- Acceptable repair time will be determined by the Craig Warranty Admin and only the hours deemed acceptable will be credited.

BE REALISTIC, NOT EVERYTHING IS COVERED

Due to the nature of heavy construction and industrial snow removal, there are certain things that are simply expected to wear. These are powerful machines and inexperienced or careless operation will also cause failures.

WARRANTY CLAIMS WILL NOT BE CONSIDERED FOR

- | | |
|--|---------------------------------|
| • FAILURES DUE TO NEGLIGENCE OR ABUSE | • PAINT OR FINISH |
| • ITEMS NOT SUPPLIED BY CRAIG | • ALTERED ATTACHMENTS |
| • TRAVEL, DOWNTIME OR LOSS OF PRODUCTIVITY | • DAMAGE TO MACHINE OR PROPERTY |
| • ANY ADDITIONAL WARRANTY OR BENEFIT OUTSIDE THE CRAIG WARRANTY POLICY | • WEAR ITEMS AND CONSUMABLES |

* All warranty related shipping FROM CRAIG will be covered by CRAIG. All warranty related shipping TO CRAIG will be covered by the customer. Unpaid shipping TO CRAIG will result in a deduction to any warranty credit issued in the amount of the unpaid shipping fees

