

## OUR COMMITMENT TO YOU

Craig Manufacturing Ltd. ("CRAIG") warrants, for a period of (12) months starting from the attachment in-service date or 2,000 hours of machine use (whichever occurs first), to the original purchaser of a product manufactured by CRAIG that the product is free from defects in design, material and workmanship. If the in-service date cannot be proven to the satisfaction of CRAIG, the original invoice date will be considered the in-service date. In no event will the in-service date be later than (12) months after the original invoice date.

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 experienced technicians may very well get you 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 Administrator for further help and guidance on how CRAIG will be working with you through your warranty claim.

**NOTE: PLEASE SEEK GUIDANCE AND APPROVAL FROM THE CRAIG WARRANTY ADMINISTRATOR BEFORE ANY REPAIR IS INITIATED. FAILURE TO DO SO CAN VOID YOUR WARRANTY.**

## WHAT INFORMATION IS NEEDED TO PROCESS A CLAIM?

**TAKE PICTURES** — As part of our goal of continuous improvement, we request that all warranty claims be accompanied by photos of the failure. These are an invaluable tool in our product improvement process. If you've done APPROVED work in your shop or hired an APPROVED sublet service 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 Administrator. "APPROVED" means approved by the CRAIG Warranty Administrator.

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 IN WARRANTY DELAY OR DENIAL. FAILURE TO COMPLY WITH CRAIG PAYMENT TERMS MAY VOID PRODUCT WARRANTY.**

## IT'S FIXED — NOW HOW DO I GET COMPENSATED?

**PARTS** If a failure was caused by a part proven to be defective, it will be repaired, replaced, or at our option, credited back at dealer net value.

**REPAIR** If a failure has been repaired by an approved CRAIG dealer shop, a credit for the labour will be issued to that dealer at \$125 per hour or 70% of the dealer's posted in shop labour rate, whichever is less. Acceptable repair time will be determined by the CRAIG Warranty Administrator and only the hours deemed acceptable will be credited. No overtime will be reimbursed.

**LIMITED** Maximum warranty reimbursement allowed will not exceed the dealer net value of the attachment or option(s). Items such as hydraulic hoses and fittings are covered at a fixed rate. Call the CRAIG Warranty Administrator for details.

### 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 WEAR, NEGLIGENCE OR MISUSE
- PAINT OR FINISH
- ITEMS NOT SUPPLIED BY CRAIG
- ALTERED ATTACHMENTS
- TRAVEL, DOWNTIME, LOSS OF PRODUCTIVITY, LOSS OF PROFIT
- PERSONAL INJURY, OR DAMAGE TO MACHINE OR PROPERTY
- ANY ADDITIONAL WARRANTY OR BENEFIT OUTSIDE THE CRAIG ENHANCED WARRANTY POLICY
- WEAR ITEMS AND CONSUMABLES
- SHOP SUPPLIES
- CARBON, FUEL OR ENVIRONMENTAL CHARGES
- EXPOSURE TO THE ELEMENTS DUE TO IMPROPER STORAGE

\*All warranty related shipping to a CRAIG location is the responsibility of the customer. CRAIG will cover the return of the item back to the customer. **All warranty freight is to be shipped standard ground freight, additional charges may apply for expedited or air freight.**

**HARTLAND BRANCH**  
96 McLean Avenue  
Hartland, New Brunswick  
E7P 2K5 Canada

**CAMBRIDGE BRANCH**  
315 Thompson Drive  
Cambridge, Ontario  
N1T 2B3 Canada

**BLACKFALDS BRANCH**  
88 27323 TWP Rd 394  
Lacombe County, Alberta  
T4M 0S1 Canada

**LAWRENCEBURG BRANCH**  
408 Commerce Way  
Ethridge, Tennessee  
38456 USA