

Reid & Harrison 1980 Ltd
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Equipment Warranty Terms and Conditions

Revision 2: 29-August-2018

Reid & Harrison warrant its products free of manufacturing defects in workmanship and materials for a period of 12 months from delivery to the first owner/user.

Costs Covered under this Warranty

- Supply of replacement parts including freight to location or dealer
- Dealer Labour costs at site during normal working hours Monday to Friday 8.30am - 4.30pm
- Dealer travel costs to a maximum 200 km
- If equipment is required to be sent back to Reid & Harrison or dealer with Authorisation Reid & Harrison will cover above and freight costs of equipment to and from site

Note: Any costs over and above those listed above shall be born by the owner. Any remedial work or costs incurred must be pre-approved by Reid & Harrison prior commencement of work.

Clauses

Equipment repaired under warranty shall be warranted to the end of the original warranty period - including any parts replaced.

Liability

Reid & Harrison accepts no liability whatsoever for loss of profit, loss of associated product, loss of goodwill or other costs arising from any malfunction of the product in question before and after repairs are completed to return the product to normal operation.

Exclusions to Warranty

Faults with equipment supplied by Reid & Harrison shall not be covered under warranty if:

- Equipment serial number and/or Invoice number cannot be supplied
- Equipment has been misapplied or outside it's intended use
- Faulty parts are not returned if requested by Reid & Harrison
- Damage relating to lightning, fire, flood, vandalism, accident and wear and tear
- Fault found is not due to Reid & Harrison equipment
- Equipment installed in an unsuitable environment
- Unapproved parts used
- Unapproved modifications are made to the product
- Non approved Dealer has worked on equipment within the warranty period

Note: The above will be determined by the dealer at the time of repair

Notes to Dealers

Dealer invoices for completed warranty work will be paid on the following terms

- The WCN (Warranty Claim Number) was authorized and issued by Reid & Harrison prior to any remedial work being started or additional costs being incurred
- If requested, parts are returned to Reid & Harrison, with completed parts return form and package to avoid damage

The Invoice details include

- Breakdown in travel per km
- Breakdown of labour hours spent
- Details of work completed
- Additional charges itemised

Additional Clauses

- Parts not returned to Reid & Harrison will be charged to the dealer except by agreement
- Vehicle charges will be paid at a maximum rate of \$0.95 per km
- Dealer travel costs to a maximum 200km
- Dealer labour rate based on their cost of labour

