

Warranty Policy

A) Standard Warranty:

Chandler Equipment Company warrants that equipment manufactured by Chandler Equipment Company, under normal conditions of use and service, shall be free from material defects due to faulty manufacturing for the period listed below.

- a. Poultry Litter Spreaders and Conveyors – Six (6) Months
- b. Fertilizer and Lime Pull Type Spreader – Six (6) Months
- c. Fertilizer Tenders (Trailer or Truck Mounted) – Six (6) Months
- d. Fertilizer and Lime Chassis Mounted Spreaders – One (1) Year

This warranty period is from the date of delivery to the original owner.

(Warranty period is on equipment built after July 1, 2012)

B) Warranty Approval:

- a. Any and All warranty claims must be approved in writing by Chandler Equipment Company prior to any work being done.
- b. **ANY WORK DONE WITHOUT PRIOR WRITTEN APPROVAL WILL NOT BE COVERED UNDER WARRANTY AND THE CUSTOMER / DEALER WILL BE RESPONSIBLE FOR ALL COST.**

C) Warranty Claim Forms: (Dealer Only)

- a. Warranty claim form / forms will be supplied to Dealer upon request.
- b. Warranty claim forms are available in 2 part paper form or in an electronic format.
- c. All warranty claims must include serial number, date of purchase, customer name and date of sale to original owner. (See attached warranty claim instructions for guidelines on filling out warranty claim form)
- d. Improperly filed or misleading information on warranty claims shall result in warranty claim being denied.
- e. **ALL WARRANTY CLAIMS MUST BE FAXED TO (770) 535-1265.**

D) Labor and Repair Cost: (Dealers Only)

- a. Labor for any repairs must be approved prior to any work being done.
- b. Labor rate (per hour) will be determined by Chandler Equipment Company, See Chandler Labor Rate List.
- c. Also Chandler Equipment Company retains the right to adjust any and all warranty claims.

E) Dealer Responsibility:

- a. Dealer shall be first line in all communications with the customer.
- b. Dealer shall also maintain good and open communications between the customer and Chandler Equipment in order to resolve warranty issues.

- c. Dealer shall be responsible for informing the customer of operating procedures, safety precautions and normal maintenance to help avoid any warranty issues.
- d. Promptly inform Chandler Equipment of any possible warranty issues.
- e. Dealer is responsible for making every effort to resolve warranty issues in a timely manner.
- f. Notify Chandler Equipment on any possible non-warranty issues, such as any modification made to equipment.

F) Original Chandler Genuine Parts:

- a. Chandler Equipment Company will only warranty equipment that uses Chandler Genuine Parts. Any equipment that is sold by a dealer with parts other than Original Chandler Genuine parts shall Void Any and All warranties

G) Replacement Parts Shipping:

- a. Chandler Equipment Company shall send Chandler Genuine Parts for warranty replacement. Chandler Equipment shall NOT warranty any part or parts replaced by the Customer/Dealer that are not Chandler Genuine Parts.
- b. Cost of any part or parts that are replaced by the Customer / Dealer that are not Chandler Genuine Parts shall be the sole responsibility of the Customer / Dealer.
All replacement parts covered under warranty will be shipped via regular UPS. The cost of any parts shipped UPS-Next Day Air will be the sole responsibility of the Customer/Dealer.

H) Parts Returns:

- a. All parts replaced under warranty will be returned to Chandler Equipment Company within 20 days of replacement for warranty evaluation. All parts returned for warranty evaluation must be in its original state free of modifications. Any modifications will result in the warranty claim being denied and the part or parts returned back to the customer/dealer.
- b. Any hydraulic components returned must be assembled (in original state) and with the ports plugged to prevent any contamination. Any hydraulic component that has been disassembled will VOID the warranty claim and the part or parts returned back to the customer/dealer.
- c. All Returned Parts for warranty evaluation must be clearly tagged with the following information.
 - I. RMA number
 - II. Customer or Dealer Name, address, phone number and contact person
 - III. Equipment serial number
 - IV. Complete description of problem

I) Misuse or Improper Installation:

- a. Any equipment, parts, or components that have been damaged by improper installation or misuse will **NOT** be covered under this warranty.
- b. Chandler Equipment accepts no responsibility or liability of any kind due to improper installation of equipment or parts on any product manufactured by Chandler Equipment Company. This includes, but is not limited to, any damages to personal property, crops, or any other equipment.

J) Incomplete Equipment and Dealer Add-Ons:

- a. Chandler Equipment does not warrant any equipment sold **INCOMPLETE**. This includes (but is not limited to) axles, tires, any hydraulic components or paint.
- b. Any Non Genuine Chandler Parts that are installed as aftermarket add-ons by anyone not approved in writing by Chandler Equipment Company shall **VOID ALL WARRANTIES.**
- c. Chandler Equipment Company accepts no responsibility, nor shall warrant any equipment or any component that is damaged due to any type Control System not sold and installed by Chandler Equipment Company.

K) Items Not Covered Under this Warranty:

- a. Any equipment that has been modified from its original state.
- b. Any equipment used for any other purpose that what it was originally designed for.
- c. Any travel time, cleaning of equipment, unloading of material, or towing.
- d. Any cost of materials that have been applied improperly due to the lack of customer / dealer not following proper operating instructions.

Raven Industries

Standard warranty is 1 year and covers all defects in workmanship or materials on your Raven applied products under normal use.

All Raven Industries parts must be returned clean and free of any fluids.

It is recommended that the defective parts be returned to Chandler Spreaders, Inc. in the packaging that the replacements parts came in.

Warranty claims must be submitted to Chandler Equipment Company no later than 10-days after the repair date. The dealer must add the following information when filing a warranty claim on a Raven component.

- Spreader serial number.
- Part number and serial number of the defective part.
- Description of failure.
- Procedure to diagnose failure.

All Raven Industries parts returned to Chandler Spreaders, Inc. for warranty reimbursement will be submitted to Raven Industries for diagnostic testing. If the defective part is deemed a “No Failure” by Raven Industries the part will be returned to the customer, and the customer will be charged a \$108.00 diagnostic fee and any freight charges associated with the defective part.

All defective parts must be returned to Chandler Spreaders, Inc. within 15 days of failure. Customer will be invoiced for replacement parts until warranty credit is issued by Raven Industries to Chandler Spreaders, Inc. Customer will then be credited for the replacement parts at that time. If any part/parts are found to be defective by misuse or improper installation, customer will be responsible for all charges for replacement parts and any corresponding freight charges.