

Statement of Warranty

Harper Turf Equipment

Effective September 1, 2020 (Revised 8/1/14)

Harper Industries Incorporated warrants to each purchaser of new Harper Industries equipment from an authorized dealer or representative, that such equipment to be free from manufacturing defects in normal service for a period of ONE YEAR, commencing with delivery to the original user.

The obligation of Harper Industries Incorporated under this warranty is expressly limited to our option, to replacement or repair at a service facility designated by Harper Industries or at the manufacturing plant in Harper, Kansas, of such part or parts, as inspection shall disclose to have been defective. This warranty does not apply to defects caused by damage or unreasonable use (including failure to provide reasonable and necessary maintenance), or to tires, belts, blades, lights, or other normal maintenance items while in the possession of the consumer.

Harper Industries Incorporated makes no warranty with respect to trade accessories. They are subject to the warranties of their respective manufacturers.

The engine is subject to the factory warranty as outlined in the engine OWNER'S MANUAL and must be serviced by an authorized engine service facility.

ANY IMPLIED OR STATUTORY WARRANTIES, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY. Harper Industries Incorporated makes no other express warranty, nor is anyone authorized to make any on behalf of Harper Industries Incorporated.

For information on warranty procedures please contact your nearest dealer.

Harper Industries, Inc

Returned Goods / Warranty Procedure

Effective September 1, 2020 (Revised 5/1/15)

1. Contact the HII Service Department at 620-896-7831 or 800-835-1042, whenever parts need to be returned or a warranty problem occurs. An SRO (Service Repair Order) / Warranty Claim No. will be issued at that time for each shipment of parts and/or service job done under warranty. All Returns/Warranty Claims must include an SRO number in order to be processed.
2. Write SRO / Warranty Claim No. on Returned Goods/Warranty Claim form provided by HII, and fill out completely with **Dealer account number, name, date, machine information, part numbers, descriptions**, etc.
3. For Warranty Claims, HII will ship replacement parts immediately at no expense to Dealer (UPS Ground). HII will not cover the cost of expedited orders (UPS Red, etc.).
4. HII will determine if Dealer needs to return defective parts for inspection. Replacement parts and freight will initially be charged to Dealers account if defective parts need to be returned. Credit will be given upon inspection of defective parts. Replacement parts and freight will not be charged to Dealer's account if no defective parts are requested.
5. Dealer is responsible for the cost of returning parts to HII. Return postage must be prepaid; no COD's accepted. All items returned to HII must be boxed with extreme care to avoid damage during shipment. Any practical method of shipment may be used.
6. SRO / Warranty Claim Forms must be completed and defective parts must be returned to HII within 30 days from when service job under warranty is done. Late fee will be applied after 60 days and claim may be nullified after 120 days.
7. Parts returned for credit that are not under warranty should be returned within 30 days from date that RGA / Warranty Claim No. is issued. Parts must be in re-useable/re-sellable condition; parts that are damaged or altered will not be accepted and credit will not be issued.
8. Send Returned Goods/Warranty Claim Form to HII along with any defective parts. Be sure to make a copy for your records. Incomplete forms will be returned to Dealer.
9. Write SRO / Warranty Claim No. on outside of box containing returned parts and ship to HII with forms enclosed inside.
10. All parts must be cleaned of excess grease, oil, etc. Cylinders, hoses and pumps must be drained of oil or a clean-up fee may be charged. Any charges assessed by the freight company to HII for shipping oily, greasy, unclean parts will be charged back to the shipping party.
11. A restocking fee is charged for unused or slow moving parts ordered by Dealer, and returned to HII (15% of Dealer cost for parts, 5% for clutch pump kits).
12. If parts are acquired locally, rather than received from HII, HII will reimburse expense up to the cost of the comparable HII part. Write SRO / Warranty Claim No. on receipts and return to HII with forms.
13. When parts and/or receipts are received, HII will review warranty claims, and a determination will be made.
14. Dealer's account will be credited. COD customers may request a check.

Harper Turf Equipment Warranty Policy

Effective September 1, 2020 (Revised 1/1/15)

Purpose:

Warranty assures the purchaser that should a defect in material or workmanship occur during the warranty period, Harper Industries, Inc. (hereafter HII) will assume specific repair responsibilities, as listed in the Warranty Statements for each whole good. Both dealer and manufacturer are engaged in a partnership to build customer satisfaction through excellent service to the retail customer. This Warranty Policy is designed to reflect fairness to all parties so that claims can be handled as quickly and economically as possible.

Warranty Validation	The warranty registration card that accompanies all whole goods must be filled out within ten (10) days of the original retail purchase date and returned to HII to validate warranty.
Limitations	Warranty is only extended to the original retail purchaser of any HII product. HII products that fail as a result of misuse, negligence or accidents will not be covered by warranty.
Warranty Procedure	Contact the HII Service Department and follow the Returned Goods / Warranty Procedure whenever there is a warranty claim and/or parts need to be returned to the factory.
Service Parts	HII warrants all service parts for a period of 180 days from the time of customer receipt
Replacement Parts	All parts replaced under warranty will be credited to the dealer's account at net cost after the defective parts are received by HII for inspection. If the defective parts are not requested by HII, the replacement parts will be sent at no charge.
Labor Allowance (where applicable)	Labor will be paid at the dealer's posted labor rate as registered with the HII Service Department. Posted labor rates must be consistent with local labor rates of competitors and/or other similar equipment dealers. A labor rate of \$40.00 will be used if no rate has been registered.
Labor Rate Registration	To register a labor rate, the dealer must present photocopies of three actual invoices that show labor rate for a non-warranty job. Dealers may request an increase in labor rate only once during a calendar year, and by following the same procedure as for initial registration (three current invoices).
Repair Time	HII reserves the right to adjust repair times submitted on warranty claims based on average times needed to do a specific job.

Travel Allowance (where applicable)	In the event that an HII product cannot be delivered to the dealership for service, HII will reimburse for travel expenses at the rate of \$30.00 per hour of travel time.
Freight Charges: Replacement Parts	HII will cover UPS Ground freight charges for warranted parts sent from the factory. Freight will initially be charged to the dealers account if defective parts need to be returned to HII. Credit will be given as soon as defective parts are inspected. Freight will not be charged to the dealer's account if no defective parts are requested. HII will not cover the cost of expedited orders (UPS Red, etc.).
Return of Defective Parts	The dealer is responsible for returning defective parts to the factory, when requested. HII delivery trucks may be used at no charge. However, special arrangements should be made with the Service Department to extend the valid claim period and avoid late fees when coordinating shipment.
Factory Updates	HII will pay for the return of parts that are changed out as a result of a factory update, and not classified as typical warranty. Contact the HII Service Department for instructions on shipping.
Shipping Errors	HII will pay for the return any item sent as a result of an error on its part. Contact the HII Service Department for instructions on shipping.
Service Bulletins	Service Bulletins will be sent out whenever changes are made to the design of an HII product, or to address a specific service issue. Instructions will be given about labor, travel and parts required.
Restocking Fee	HII will charge 15% of dealer's net cost for parts that are returned to the factory for credit.
Late Fee / Nullification of Warranty Claim	Warranty Claims must be completed and returned to HII within 60 days from when a service job under warranty is done. If a claim is received after the 60-day period, a late fee of 10% will be assessed to the credit. Claims that are not received within 120 days may be nullified. If more time is required to process a claim, contact the HII Service Department.
Engines: Yanmar Lister Petter Kohler Kubota	HII will not handle warranty claims on engines. All warranty claims on engines should be referred to an authorized service provider of the engine manufacturer.