



WARRANTY POLICY

CWS warrants all attachments manufactured by CWS to be free from defects in material and workmanship.

NOTE: This warranty does not apply to any item which is warranted directly to the end user by its manufacturer.

Warranty Period

The warranty period shall be 12 months and unlimited hours starting from the date of delivery to the first user.

CWS's Responsibilities

If a defect in material or workmanship is found during the warranty period, CWS will, during normal hours and at a place of business of a CWS dealer or other authorized source:

- Provide (at CWS's choice) new, remanufactured or CWS approved replacement parts to correct the defect.
- Provide labor at the approved warranty rate needed to correct the defect.

Please see "appendix I" for rates and break down of items covered.

Dealer Responsibilities:

The party who installs any CWS attachment on a machine is responsible for:

- Adjusting rollback and dump stops so that they contact the machine as prescribed by the machine OEM and insuring the attachment clears the machine in all positions.
- Adjusting pressure settings both on the machine and on the attachment to insure normal operation of the attachment and machine combination.
- Pressure testing all hydraulic connections and tightening where necessary.
- Checking and tightening all fasteners and pin locks once the attachment has been tested.
- Insuring that a warranty activation as provided is filled in and sent back to CWS.
- Preventative maintenance and upkeep of attachment.



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- The costs associated with transporting the attachment.
- Labor costs, except as stated under “CWS Responsibilities”.
- Local taxes, if applicable.
- Parts shipping charges and or freight.
- Travel time
- Premiums charged for overtime labour
- Costs to investigate complaints unless the problem is caused by a defect in CWS material or workmanship; subject to “CWS Responsibilities” above.
- Any costs resulting from failure to give CWS timely notice of a warrantable failure and promptly making the product available for repair.

Limitations

CWS is not responsible for failures resulting from:

- Normal wear or tear
- Any use which CWS judges improper
- Accessories, items, and parts not sold by CWS
- Abuse, neglect, accident, changes to the product not authorized by CWS, and/or improper repair
- User’s unreasonable delay in making the machine available after being notified of a potential product problem.
- Any repair conducted by unauthorized dealers or service providers.



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Miscellaneous

All notices given under or pursuant to this agreement shall be in writing and sent postage prepaid to:

**CWS Industries (Mfg) Corp.
19490-92nd Ave
Surrey, B.C.
Canada V4N 4G7**

No terms or conditions, other than those stated herein and no agreement or understanding, oral or written, which in any way purports to modify this warranty, shall be binding on CWS, unless approved in writing by an officer of the company.

Procedure

When a failure occurs, you must notify the CWS Quality Control Department immediately to obtain authorization to carry out repair.

- Recommended repairs are to be discussed and agreed to by CWS.
- An estimate of repair hours and costs must be established.
- Repair parts will be ordered by customer purchase order at this time. Parts will be invoiced by CWS and reimbursed under the terms of this warranty policy if applicable.

Damaged Parts/ Returns

All damaged parts must held for inspection or be returned prepaid to CWS unless directed otherwise by CWS.

- Damaged parts become property of CWS. Regardless of claim results.
- All parts returns must be authorized by CWS Parts Department prior to shipping.
- All parts must be in original parts packaging and in original condition.
- Parts returned will be subject to 25% restocking fee, unless notified otherwise.



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Warranty Claim

Your warranty claim must contain the following information (claim form filled out online at www.cwsindustries.com):

Please Note: Warranty coverage will not apply if claims are received after 30 days of initial failure or non-conformance.

- CWS attachment serial number.
- Model and Description of the CWS attachment.
- Machine serial number.
- Description of the machine.
- Date claim is prepared.
- Attachment of in service date.
- Date of failure.
- Hours of use on the attachment (often the same as machine hour meter).
- Your internal reference or claim number.
- An accurate accounting of the failure or non-conformance. Photographs are helpful in investigating the failure and help expedite your claim.
- Your work order or other documentation to support your claim.
- A listing of parts used in the repair. Please note that we cannot reimburse for parts not purchased from CWS.
- Date of repair and name of CWS employee who authorized repair.



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THIS WARRANTY IS EXPRESSLY IN LIEU OF ANY OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. REMEDIES UNDER THIS WARRANTY ARE LIMITED TO THE PROVISION OF MATERIAL AND LABOR, AS SPECIFIED HEREIN. CWS IS NOT RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

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