



Industrial rubber Tracks

All new rubber tracks purchased direct from Global Track Warehouse are subject to pro rata warranty cover.

Terms of Coverage.

Global Track Warehouse offer warranty against, defects in material and workmanship and in the event that they become unusable as a direct result due to such defect. Eligible warranty periods for *Skid Steer, and *ASV Tracks are for a period of **6 months from invoice date**. J'Track, D'track & R'track range of rubber tracks are covered for a period of **12 months from date of invoice**. Warranty claims made within the eligible periods will be at the discretion of Global Track Warehouse engineer, who will deem if the claim meets the qualification terms of warranty coverage, for allowance given toward purchase of replacement track or tracks. Warranty cover is limited to the invoice value of the track or tracks.

The Warranty is pro rata, and credits the customer with a percentage towards the purchase of replacement track or tracks based on the service life unused as the time of track failure as determined by the Global Track Warehouse engineer. The credit will be valued on the current list price of the track only and does not include the freight or other associated costs. The discount percentage will be determined at the time of claim qualification.

Exclusions from warranty

Any use or application that is deemed to be improper by the Global Track Warehouse engineer. Damage from misuse, negligence, alteration, accident, overload, misapplication, or resulting from poor mechanical condition or repair of the machine the track is applied too. Minor cosmetic defects example of this is surface cracks, splits and other superficial distress that may impact the track appearance BUT does not render the track unusable or diminish the overall service life. Other exclusions include labour, transportation or down time related to track replacement.

Claim Procedure

Notify the sales representative the track was purchased from immediately when failure is detected. The sales representative will complete a form with all the information you supply during your phone call. The representative will require you to supply photos of the Serial Number, size and the apparent failure of the track for submission to the engineering department. Once the engineers have received and reviewed all the relevant information, the representative will be advised if the failure is deemed to qualify for warranty and the applicable discount will be immediately available to offset against the purchase of a replacement track.

*** Skid steer & ASV -320x84, 320x86, 400x86, 450x84, 450x86, 450x100**

Email warranty claims and enquiries too: aus@globaltrackwarehouse.com