

MID-ROLLER WARRANTY (FOR TANKTUFF MID-ROLLERS)

Eligibility

You ("You") are eligible for the benefits of this limited warranty if you are the original user-owner (as opposed to commercial retailer) of the Global Track Warehouse ("GTW") TankTuff Undercarriage Wheel, subject to the below.

Coverage

TankTuff Undercarriage Wheel (**rollers**) is warranted for work life of 1 year or 500 hours of service from date of original purchase by You, whichever comes first.

GTW roller covered by this warranty will be replaced, or an allowance given towards purchase of replacement roller, at GTW's option, and in accordance with this warranty.

This warranty only covers the rollers purchased and does not include incidental or consequential losses (including installation costs).

Excluded from Cover

- Notice of defects not made within the warranty period
- No valid proof of purchase provided within warranty period
- Roller no longer owned by the original purchasing end user
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- Rollers manufactured more than 60 months prior to warranty request.
- Rollers used in non-agricultural (construction) applications including scraping.
- Rapid wear or damage caused by extended transport operations
- Failure resulting from abuse, misuse, negligence, alteration, accident, field or road hazard or stubble damage, overload, mismatching of adjacent rollers, misapplication, use of non-OEM undercarriage components, or poor mechanical condition, maintenance or adjustment.
- Cosmetic defects, such as surface cracks, splits and other superficial distress that may impact roller appearance but does not render the roller unusable or measurably diminish overall life.
- Usage, installation, storage, handling, repair or adjustment which GTW judges improper
- Prototype or test rollers
- Wear or damage caused by undercarriage components not being properly maintained and adjusted
- Normal wear including material chunking, chipping or tearing that does not prevent function of the product
- Any other damage caused by Your improper use

- Incidental or consequential losses (including installation costs).

Warranty Claim Procedure

- If You purchased your rollers through a dealer, You must contact the dealer to undertake the following steps and You should not contact GTW directly. If You purchased the rollers directly through GTW, You must contact GTW directly; you may contact GTW at aus@globaltrackwarehouse.com or on (02) 6226 4370.
- You, or Your dealer (as appropriate), must first notify GTW of the claim within the warranty period. The notification must include proof of purchase and machine hours and photographs accurately reflecting the conditions of use and the suspected defect. The warranty notification should include at least 7 photos being:
 - **Photo 1** Whole machine with any implements attached
 - **Photo 2** Whole undercarriage of claimed part
 - **Photo 3** Sprocket/Drive Wheel photo showing condition
 - **Photo 4** Part defect area showing adjacent features
 - **Photo 5** Part defect close up (in focus)
 - **Photo 6** Part defect close up (in focus)
 - **Photo 7** Photo of logo and part number or size("Notification")
- You (or Your dealer) must comply with requests for further information by GTW for the purpose of it assessing Your warranty claim, within a reasonable time, or this warranty will not apply.
- GTW will make a preliminary assessment as to whether the damage is excluded from cover and communicate this with You (or Your dealer as appropriate).
- If cover is not excluded on a preliminary basis, You (or Your dealer as appropriate) will need to agree with GTW a date, which is no more than 3 weeks from notification that cover is not excluded on a preliminary basis, for replacement rollers to be received by You or Your dealer (as appropriate). GTW will then, at its own expense, deliver the replacement rollers to the relevant dealer (or to an agreed transport depot if there was no dealer).
- The original rollers must be available for collection by GTW (at the same place the Replacement Rollers were delivered to) within 3 weeks of the new Rollers being delivered. You are responsible for the original rollers being at the delivery location, at Your expense, within that period. You or the dealer (as appropriate) are to let GTW know the original rollers are ready for collection within 3 weeks of the replacement rollers being delivered. If the Original Rollers are not available for collection by GTW within 3 weeks of the replacement rollers being delivered, the warranty is void and You are

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liable for the full replacement value of the Replacement Rollers at the list price current at the time of receipt of the Replacement Rollers.

- GTW will, at its expense, collect the original rollers and have them examined and inspected (including if considered necessary by the US agricultural undercarriage compliance centre).
- Within 4 weeks of receipt of the original rollers, GTW will let You (or Your agent as appropriate) know if the claim falls within the warranty.
- If the claim is not covered by the warranty, the replacement rollers must be paid for to GTW by You at their full list price as at the date of replacement, within a further 21 days.
- If You or Your dealer are unsure whether the claim will falls within the warranty, and You only want replacement rollers if pursuant to the warranty, GTW encourages You to return the original rollers (to GTW or Your Dealer) for inspection and determination of warranty cover by GTW prior to receipt of the Replacement Rollers.

If the original rollers are not registered with machine hours, or proof of machine hours not sent when the claim is submitted, GTW will estimate machine hours based on its review of the rollers, at GTW's discretion.

Replacement Roller Warranty Period

Rollers repaired or replaced (including prorated replacement) during the original roller's warranty period will have a warranty period limited to the remainder of the Original Roller's warranty period.

Consumer Guarantees

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.