



WAJUD WARRANTY POLICY

WAJUD Replacement parts comes with warranty to be free of defects in material and manufacture workmanship under normal use and service. Warranty coverage period is not to exceed 6 months from original invoice date except for parts otherwise noted below:

Ground Engaging Tools

Are warranted against premature breakage for a period of 90 days from original invoice date, ground engaging tools include, but are not limited to, blades, tips, adapters, and side cutters.

Undercarriage Parts

Undercarriage parts, including link assembly and rollers, are warranted for a period of 12 months from original invoice date

General WAJUD Responsibility & Limitations

If claim procedure has been followed and WAJUD determines the claim as approved, the following describe WAJUD's maximum responsibility.

WAJUD, at its option, will replace parts needed or credit the customer's account.

Other than as expressly provided hereby, WAJUD shall not, under any circumstances, be liable for any special, indirect, incidental, or consequential damages, including, but not limited to, damage or loss of other property or equipment, loss of profits or revenue, transportation and towing costs, cost of purchased or replaced good, or claims of customers of the purchaser, which may arise or result from the sale, installation, or use of these parts. Any tampering or altering of a WAJUD product voids the Warranty and become sole responsibility of the owner. Failures determined to arise from owner or operator abuse, improper assembly, exposure to weather conditions, negligence, damage by accidents, or lack of proper maintenance are not covered by this warranty.

Claim Procedure:

- Customer shall notify WAJUD regarding a warranty claim through contacting its sales rep. Claim description is required with every claim and is responsibility of customer to complete all information requested in a timely manner.
- If determined by our Claims department that more information is required or parts are required to properly evaluate the failure, the customer will be notified and an RGA (Return Goods Authorization) will be generated, no parts will be accepted without an RGA. Failure to cooperate may void the claim due to lack of information and/or parts requested (WAJUD reserves the right to examine every part subject to the claim under this Warranty). Only parts under Warranty that are suspected to have failed can be returned in used condition with our prior authorization. Warranty will be void if returned merchandise is damaged due to improper packaging or neglect. Coverage will also be void if any third party delivering such merchandise has damaged the product.
- If a Warranty Claim is denied all parts submitted for examination to WAJUD will be kept for 30 days only.

This Warranty is provided only to direct WAJUD customers and not to any other parties. The parties agree that any legal action, suit or proceeding arising under or in connection with the Warranty shall be instituted in a federal or state court located in UAE, which shall be the exclusive jurisdiction and venue of said legal proceedings.