

WARRANTY CLAIM

PROCEDURES

Revised 8/2/24

To be eligible to submit a Warranty Claim for any products, parts or labor, the Warranty Registration for the Covered Product must be completed and returned to Industrial Tools & Attachments. Any questions or requests for assistance in completing the Warranty Registration must be directed to Industrial Tools & Attachments Technical Service Department technicalservice@sbdinc.com

The Warranty Claim must be submitted by the dealer within 30 days from date of repair upon receipt of replacement components.

Before any repairs are made to a Covered Product, the dealer must obtain a Warranty Authorization Number from Industrial Tools & Attachments Technical Service Department.

Warranty Claims must contain the following information (where applicable):

- Covered Product serial number.
- Model and description of the Covered Product.
- Machine serial number.
- Description of the machine.
- Date Warranty Claim is prepared.
- Covered Product in service date.
- Date of failure.
- Hours of use on the Covered Product (often the same as machine hour meter).
- Dealer's claim number.
- An accurate accounting of the failure or non-conformance. Photographs are helpful in investigating the failure and help expedite your claim.
- Documentation to support the Warranty Claim.
- A listing of parts used in the repair (please note that parts not purchased from Industrial Tools & Attachments are not covered by this Warranty).
- Date of repair and name of Industrial Tools & Attachments Technical Support personnel who authorized the repair.

Any Warranty Claims approved by Industrial Tools & Attachments may be reversed at any time in the event Industrial Tools & Attachments discovers that any terms or conditions of this Warranty were not properly applied.

RETURN MATERIAL AUTHORIZATION

If Industrial Tools & Attachments Technical Service Representative requests the return of Covered Products, a Return Material Authorization ("RMA") will be issued to the dealer. **Note: A Return Material Authorization is not a Warranty Claim or a Warranty Authorization Number. No Warranty Claim is approved, and no reimbursement is authorized as a result of the issuance or delivery of a Return Material Authorization.**

When returning the Covered Product, the number for the RMA ("RMA#") must be visible on the outside of the shipping container and on the Covered Product. If the RMA# is not visible on the outside of the shipping container, it may be

refused at Industrial Tools & Attachments receiving door and returned at sender's expense. All Return Material Authorizations will be returned **pre-paid by the sender unless pre-approved shipping information is supplied by Industrial Tools & Attachments**. All Covered Products shipped to Industrial Tools & Attachments at Industrial Tools & Attachments request will be tagged and held for 60 days after the Warranty Claim is submitted—and after 60 days such Covered Products may be scrapped by Industrial Tools & Attachments unless prior to the end of such 60-day period the dealer requests that a Covered Products be returned to the dealer, in which case the Covered Product will be shipped back to the dealer freight collect. Failure to return a Covered Product within 30 days from the date of issuance of a Return Material Authorization will result in a denied Warranty Claim and a voided Return Material Authorization. Any attempt to return any Covered Product that is associated with a voided RMA will be refused at by Industrial Tools & Attachments receiving door and returned to the dealer at the dealer's risk of loss and expense. Industrial Tools & Attachments is not responsible for Covered Products returned without a Return Material Authorization or the RMA#. Covered Products sent to Industrial Tools & Attachments without a Return Material Authorization or RMS# may result in the loss of Covered Products. Parts that are supplied to Industrial Tools & Attachments by other suppliers ("Third-Party Parts") and shipped to Industrial Tools & Attachments at Industrial Tools & Attachments request with an RMA# will be shipped by Industrial Tools & Attachments to the third-party supplier for such other supplier's evaluation. Under such circumstances, Industrial Tools & Attachments decision to approve or deny the Warranty Claim relating to such Third-Party Parts will be based the decision by such third-party supplier. Disassembly of hydraulic motors, planetaries or gearboxes will automatically void this Warranty.

Warranty Questions or Inquires

Please Contact us:

**Industrial Tools & Attachments
1-833-723-1843**

(Select Division)

**Press 1 – Paladin Attachments
Press 2 – STANLEY Hydraulics
Press 3 – CWS
Press 4 – LaBounty
Press 5 – Pengo
Press 6 – Jewell**

(Select Department)

**Press 2 – Technical Service / Warranty
Or email: Technicalservice@sbdinc.com**

**For all Parts Support, Quotes & Orders follow the above prompts and press 3
or email: Parts@sbdinc.com**