

SuperiorBroom

Warranty Services And Allowances

- * Warranty Policy of the S B Manufacturing Company will apply to all matters pertaining to claims against the company for replacement of parts or compensation for services.
- * Delivery Reports must be completed by the dealer or retail customer at the time the machine goes into service. If S B Manufacturing does not receive the Delivery Report on a machine we will start the warranty period based off the date machine was delivered to dealer.
- All Parts and/or components of our suppliers that are claimed to be defective
 - * will be returned to the factory for inspection. The defective parts and/or components must be remitted to S B Manufacturing within 30 days of failure and replacement. Where upon S B Manufacturing reserves the right to refuse any payment on any parts that are not sent back within 30 days! This applies to parts and/or components built by or supplied to S B Manufacturing.
- * Warranty claims will not be processed without the return of defective parts and/ or components. If warranty claims are submitted without the return of defective parts S B Manufacturing will contact you one time requesting the return of defective parts. A copy of the service report or warranty claim needs to be with the defective parts when returned.
- * Replacement of parts not malfunctioning or parts that have failed as a result of accidental damage, abuse or standard wear do not qualify for warranty adjustment.
- Superior Broom limits its warranty allowance on parts and labor in the field or
 - * in the service center to its cost of the part compounded with the time of labor estimated necessary to complete the warranty work. **Superior Broom will not warranty any items such as filters, engine oils, coolant, hydraulic oils, battery's, sealed beams, light bulbs, tires, fuses, core drive hubs, brake linings or broom wafers.**
- * Superior Broom will pay the dealer for warranty work performed at 100% of

the approved time of labor allowances established by Superior Broom.

- * Warranty service and travel must be authorized by Superior Broom prior to instigating the task.
- * Superior Broom will pay ground freight only on warranty parts.
- * Service labor rate to be paid by S B Manufacturing \$100.00 per hour.
Service truck mileage is \$2.00 per mile, providing travel has been
- * authorized.
- * Superior Broom **will not pay** overtime rate or driving time.