

WARRANTY CLAIM PROCEDURES

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 Stanley Infrastructure. Any questions or requests for assistance in completing the Warranty Registration must be directed to Stanley Infrastructure's Technical Service Department S-INF-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 Stanley Infrastructure's 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 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 Stanley Infrastructure are not covered by this Warranty).
- Date of repair and name of Stanley Infrastructure's Technical Support personnel who authorized the repair.

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

RETURN MATERIAL AUTHORIZATION

If Stanley Infrastructure's 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 Stanley Infrastructure's 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 Stanley Infrastructure**. All Covered Products shipped to Stanley Infrastructure at Stanley Infrastructure's 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 Stanley Infrastructure's 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 Stanley Infrastructure's receiving door and returned to the dealer at the dealer's risk of loss and expense. Stanley Infrastructure is not responsible for Covered Products returned without a Return Material Authorization or the RMA#. Covered Products sent to Stanley Infrastructure without a Return Material Authorization or RMS# may result in the loss of Covered Products. Parts that are supplied to Stanley Infrastructure by other suppliers ("Third-Party Parts") and shipped to Stanley Infrastructure at Stanley Infrastructure's request with an RMA# will be shipped by Stanley Infrastructure's to the third-party supplier for such other supplier's evaluation. Under such circumstances, Stanley Infrastructure's 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:

Stanley Infrastructure
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: S-INF-Technicalservice@sbdinc.com

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



STANLEY

