

# **THE ALLMAND WARRANTY PROCEDURE**

**For Products Manufactured by Allmand Bros. Inc.**

**Holdrege, Nebraska**

Any component, sub-assembly, or device manufactured by Allmand Bros. Inc. will be warranted as stated in the Allmand Limited Warranty.

As stated by the Allmand Limited Warranty, if a component, sub-assembly or device manufactured by anyone other than Allmand Bros. Inc. should fail, it shall be warranted by its manufacturer, however, in some cases, this will be handled through the Allmand Warranty Department. Therefore, notification must be made to Allmand Bros. Inc. upon failure for proper warranty procedure.

## **Standard Warranty Procedure:**

1. Upon notice of warrantable failure, information should be gathered specific to the cause and results of the failure. Warranty claim requests must be filed within 30 days of failure.
2. Contact the Allmand Service Warranty Department and explain the situation, including model and serial number of machine, hours on machine, etc.
3. If replacement of components or sub-assembly is determined necessary, Allmand Service Warranty Department will advise as to the proper procedure to either repair or replace as necessary and warranty coverage available. Allmand Service Warranty Department will determine if the parts can be supplied for replacement without being returned for inspection. When it is necessary to return parts for inspection, Allmand will issue a Returned Goods Authorization (RGA) Number for the return of the components. All parts to be returned shall be shipped prepaid by customer. Allmand will ship replacement parts via ground freight only and invoice the customer for parts and freight as necessary. Expedited freight specified by customer will be billed to the customer. Upon examination of parts, Allmand will determine warranty coverage and will issue credit for replacement parts and labor based on the criteria listed above. All defective parts must be returned within 30 days for examination for credit to be issued.
4. If field repairs are necessary, contact the Allmand Service Warranty Department for prior authorization or warranty may be voided. Any repairs approved by Allmand will be paid as deemed appropriate by Allmand upon receipt of claim, if filed within 30 days of failure.

**Call Allmand at 1-800-562-1373**

**or**

**1-308-995-4495**

**with any questions on procedure**