



Warranty Policy

U.S. WARRANTY

Most Vail products are warranted against any defect in material and workmanship for a period of 12 months for hydraulics and 36 months for structural components from date of shipment when properly installed, maintained and operated within the limits of normal usage. This warranty does not extend to products subject to misuse, neglect, vandalism, accidents or alterations to the original design. Liability, if any, is limited to replacement parts or material found to be defective, that will be furnished free of charge and shipped by transportation of our choice, F.O.B., our shop. No allowance or claim of any nature will be paid resulting from alterations or repairs of the product, including labor, and in no event shall seller be liable for any special, contingent or consequential damages. In all cases, full opportunity is to be given for investigation by seller's representative, before warranty is authorized. No goods shall be returned except by written permission of seller, and returns under any other conditions will not be accepted. VAIL will not be responsible for any import taxes or duties imposed by other governments or governmental agencies. SAID WARRANTY IN RESPECT OF REPLACEMENT OF DEFECTIVE PARTS AND ANY SUCH ADDITIONAL WARRANTY OR REPRESENTATION EXPRESSLY MADE A PART HEREOF ARE IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY FOR FITNESS OF PURPOSE. Where you are a distributor, financing company or similar entity acting for or on behalf of the initial user of the equipment, the warranty is transferable to initial user only. In all other cases the warranty is limited to you and is not transferable. For products not supplied by the seller's licensed manufacturer, it extends to the buyer the warranties of the manufacturer only.

| Product | US Hydraulics Warranty | US Structural Warranty |
|-----------------------|---------------------------|---------------------------|
| Parallel Lift Rippers | 12 months | 36 months |
| Rip-N-Pin Shank | | Lifetime |
| Grubbers | | 36 months |
| Stump Shears | 12 months | 12 months |
| Backup Rippers | | 12 months |

INTERNATIONAL WARRANTY

Most Vail products are warranted against any defect in material and workmanship for a period of 6 months for hydraulics and 12 months for structural components (unless otherwise specified in the owner's manual) from date of shipment for products that are properly installed, maintained and operated within the limits of normal usage. This warranty does not extend to products subject to misuse, neglect, vandalism, accidents or alterations to the original design. Liability, if any, is limited to replacement parts or material found to be defective, that will be furnished free of charge and shipped by transportation of our choice, F.O.B., our shop. No allowance or claim of any nature will be paid resulting from alterations or repairs of the product, including labor, and in no event shall seller be liable for any special, contingent or consequential damages. In all cases, full opportunity is to be given for investigation by seller's representative, before warranty is authorized. No goods shall be returned except by written permission of seller, and returns under any other conditions will not be accepted. VAIL will not be responsible for any import taxes or duties imposed by other governments or governmental agencies. SAID WARRANTY IN RESPECT OF REPLACEMENT OF DEFECTIVE PARTS AND ANY SUCH ADDITIONAL WARRANTY OR REPRESENTATION EXPRESSLY MADE A PART HEREOF ARE IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY FOR FITNESS OF PURPOSE. Where you are a distributor, financing company or similar entity acting for or on behalf of the initial user of the equipment, the warranty is transferable to initial user only. In all other cases the warranty is limited to you and is not transferable. For products not supplied by the seller's licensed manufacturer, it extends to the buyer the warranties of the manufacturer only.



Warranty Procedures

• Structural Components

- In the event that a structural component fails, use of the product must cease immediately to prevent further damage to the remaining parts and/or tractor.
- The product damage must be fully photographed, with multiple camera angles, to provide clear and un-obstructed views of the failed part.
- The last use and/or the use of the product that the failure occurred must be fully documented and submitted with photos of the product to Vail Products for review.
- In the event that warranty cannot be ascertained, Vail may require the part to be shipped (at dealers expense) to the factory for further inspection.
- Upon determination that the part is under warranty, a replacement part will be shipped to the dealer according to the warranty description above. Credit will be given to the dealer for shipment expense associated with the warranted part.

• Hydraulic Components

- In the event that a hydraulic component fails, use of the product must cease immediately to prevent further damage to the remaining parts and/or tractor.
- The product damage must be fully photographed, with multiple camera angles to provide clear and un-obstructed views of the failed part.
- DO NOT DISASSEMBLE THE HYDRAULIC CYLINDER, FULL INSPECTION OF A HYDRAULIC CYLINDER MUST BE PERFORMED BY THE FACTORY OR AT A VAIL AUTHORIZED REPAIR FACILITY.
- The last use and/or the use of the product that the failure occurred must be fully documented and submitted with photos of the product to Vail Products for review.
- In the event that warranty cannot be ascertained. Vail may require that the part be shipped (at dealers expense) to the factory or a Vail authorized repair facility for further inspection.
- Upon determination that the part is under warranty, a replacement part will be shipped to the dealer according to the warranty description above. Credit will be given to the dealer for shipment expense or disassembling cost associated with the warranted part.



Warranty Claim Form

Claim Submission Date: _____

Claim Approval Date: _____

Dealership Name: _____

Contact Name: _____

Address: _____

Phone: _____

Email: _____

Vail Unit/Model: _____

Unit Serial Number: _____

Year/Model of Tractor: _____

Number of Pictures Provided: _____

Description of warranty part being claimed:

Description of Failure, Fracture, Leak or Defect:

Description of work/soil conditions and the use of the product/attachment at the time of failure:

Dealers recommendation for repair or solution to claim:

Additional Comments:

Vail Products Will Not Warranty Cylinder Damage Due To Bent Rods, Dented Tubes, or Hydraulic Oil Contamination

Email claims to: info@vailproducts.com

Phone: (0011+) 785-486-2177

Fax to: (0011+) 785-486-9321

Vail Products Use Only

Original Job # _____

Replacement Part Job # _____

Claim Processed By: _____