



DISTRIBUTOR WARRANTY POLICY

GROUND FORCE MANUFACTURING, LLC (GFM) will allow warranty claims for repairs on (GFM) manufactured equipment per the terms laid out in this warranty policy. All claims must follow the rules set forth in this policy; no other payment schedule will be recognized by (GFM). The proper procedure, including paperwork, must be followed for the warranty to be considered. The following warranty schedule will be applicable to distributors of Ground Force MFG. LLC products, along with their subsidiaries, affiliates, sister, and parent companies:

- Labor will be credited at 80% of the Distributor's prevailing in-shop service charge (at the time the repair is performed) up to, but not to exceed \$80 per hour.
- A warranty job number must be assigned by (GFM) and referred to in any billing. The warranty job number expires 90 days from the date it is assigned by (GFM).
- All warranty labor hours are subject to review by the (GFM) Product Support Department for validity. Excess labor hours charged due to the Distributor's technicians' inexperience or lack of training on the servicing of (GFM) equipment is not covered under warranty.
- All warranty work, which may entail major repair of (GFM) equipment, is subject to being performed by (GFM) technicians rather than by the Distributor's technicians. The decision whether to have (GFM) technicians perform said repair work is solely at the discretion of (GFM). Major repair work performed by the Distributor without pre-approval from (GFM) is subject to claim denial.
- Warranty expenses incurred because of the failure of a component part used by (GFM) in the manufacture of the equipment (GFM) builds is subject to coverage under the warranty of the component manufacturer. (GFM) will submit non-GFM manufactured parts returned to (GFM) for warranty consideration to the component manufacturer; credit will be issued for the part if deemed payable by the component manufacturer (parts are billed for, when shipped, as per (GFM) Parts Warranty Policy).
- Warranty claims must be made on the GFM website, <https://gfworldwide.com/warranty/>. A detailed labor report will be required for warranty labor consideration.
- Claims arising from defects in materials, defects in workmanship, defects arising from the selection of material or processes of manufacture, or defects inherent in the design will be credited within 60 days from receipt of the warranty claim documentation at (GFM) if allowed.
- Warranty claims arising from component parts not manufactured by (GFM) will be credited per the respective manufacturer's warranty once the respective manufacturer has settled the claim.

This warranty policy supersedes, merges, and voids all negotiations, prior discussions, agreements, and understandings, whether oral or written. This warranty policy may not be altered or amended except by a document executed by officers of each party.

Effective January 20, 2022