



Standard Equipment Warranty Policy

Effective June 1, 2026

Ground Force MFG. LLC (GFM) warrants the equipment manufactured and furnished by GFM against defects in design, material and/or workmanship, for a period of twelve (12) months and unlimited hours. The warranty period begins on the commissioning date (date tested, verified to be fully functional, and put into service) but no more than six (6) months after the product invoice date. Premium and extended warranties, if applicable, are defined in the equipment sales order as a line item.

Buyer acknowledges that the purchase price accounts for the limited warranties remedies, and that the price would be substantially higher if GFM liability were not so limited, and that Buyer accepts these limitations in exchange for such lower price. The buyer shall provide all labor for service and warranty, unless GFM deems it necessary for GFM technicians to perform the repair.

GFM shall in no way be liable for any expenses incurred by the purchaser in any attempt to repair, replace, or rework any originally defective item of sale. GFM shall in no way be liable for any losses, costs, forfeiture or damages (including loss of profits, liabilities of the purchaser, its customers, or third persons, and all other consequential damages), whether direct or indirect, and whether or not resulting from, or contributed to by the default, or negligence of GFM, its agents, employees, and subcontractors, which might be claimed as a result of the defect, use, or failure of the item delivered.

Except as stated, there is no warranty, express or implied, in connection with the design, manufacture, sale, service or use of the machinery, accessories, and equipment sold by GFM. GFM liability shall in no event exceed the cost of the item of sale.

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.

RESPONSIBILITIES – GFM

If a defect in design, material and/or workmanship is found during the warranty period, GFM will:

- Provide new or remanufactured repair parts needed to correct the defect.
- Reimburse costs for reasonable and customary labor hours needed to correct the defect will be credited at 80% of the Distributor's prevailing in-shop service charge up to, but not to exceed \$110 per hour.
- Assist customer with the warranty process with manufacturers of parts used on GFM products, when not covered directly by the GFM warranty policy.
- Resolve claims arising from defects in design, material and/or workmanship by issuance of a credit within 90-days from receipt of the warranty claim documentation at GFM, if warranty is granted.

DEALER/CUSTOMER RESPONSIBILITIES

- Notifying GFM of missing or damaged parts upon receipt of product.
- Complete the Product Registration Form at gfworldwide.com/product-registration-form within 30 (thirty) days of commissioning. If a product is not registered, the invoice date shall become the date of commissioning.
- Contact GFM for authorization prior to performing repairs.
- Provide labor and parts for changes made to chassis structural, hydraulic or electrical systems by the manufacturer or customer.
- Give timely notice of a warrantable failure and promptly make the product available for repair.
- Costs to investigate complaints, unless the problem is caused by a defect in GFM design, materials or workmanship.
- Provide all information, including electronically stored data, which is relevant to the warranty, to GFM upon request. GFM reserves the right to determine what information is relevant.
- Labor costs above and beyond as stated under "RESPONSIBILITIES – GFM".
- Performance of required maintenance and replacement of service parts for normal wear.
- All items replaced must be returned to GFM, freight pre-paid, by the customer unless otherwise agreed upon by both parties.
- Items replaced under this warranty become the property of GFM unless GFM chooses not to take possession of the item(s).

LIMITATIONS OF WARRANTY

GFM makes no warranty with regard to component parts not manufactured by GFM, but agrees to assign to the purchaser all of its rights under any original manufacturer's warranty.

GFM does not warrant malfunctions and failures resulting from misuse, negligence, alteration, accident, or lack of performing scheduled maintenance.

The GFM Limited Warranty does not cover:

- Defects not reported and defective items not returned to GFM within the warranty period.
- Failure and damages due to misapplication, lack of proper maintenance, abuse, improper installation, or abnormal conditions of temperature, wind, moisture, dirt, or corrosive matter.
- Abrasion or wear, including that of wear-resistant liner packages in dump truck bodies and decking on Lowboys.
- Failure due to the operation, intentional or otherwise, in any improper manner, including excessive speed.
- Cracks, dents, bends or other damage resulting from impact or dragging.
- Cracking in weld or base metal of structure caused by damage or abuse.
- Damage caused by components, or parts, or accessories built by others, or which were not manufactured, nor installed, nor sold by GFM.
- When the product is disassembled, welded-upon, or in any way materially altered without prior approval from GFM.
- Unauthorized repairs, adjustments or modifications to structures and control systems during warranty period.
- Any damage that results from continued use of equipment after a defect has become apparent.
- Electrical and Hydraulic Components removed from packaging prior to assembly.
- Item(s) which have/has in any way been altered by anyone other than an authorized representative of GFM.
- Any damage which occurs during shipment, or otherwise, without the fault of GFM.
- Taxes, consumables, shop supplies, fuel, environmental fees, or surcharges.
- Freight, transportation, shipping, or lifting.
- Cost of auxiliary equipment, including rentals, to perform the repair.
- Travel expenses including travel labor, safety training, wait time, mileage, lodging, and meals.
- Premium or overtime labor costs.
- Any use or installation that GFM judges improper.
- Failure to return parts as described on Return Goods Authorization (RGA).

- All warranty labor hours are subject to review by the (GFM) for validity and reasonableness. Excess labor hours charged are not covered.

PAINTS & COATINGS

Both internal and external tank coatings are designed to resist corrosion. Due to various environmental conditions encountered, tank coatings are not warranted to prevent corrosion for any specified period of time. Interior coating requires periodic preventative maintenance to maintain corrosion inhibiting properties.

KITS FOR FIELD INSTALLATION

Products provided in kit form are designed for field assembly/ installation and are covered under the terms of this warranty with the following provisions:

INSTALLATION: Technical manuals with drawings are intended to assist the dealer/customer with installation. GFM Product Support may be contacted for additional assistance if required. Charges may apply.

PARTS: GFM supplied parts required for field installation will be in the field installation parts kit. There may be parts that are expected to be supplied by the customer to complete installation. GFM supplied parts will be detailed in the technical manuals and packing list.

PRODUCT INTERFACE WITH CHASSIS: GFM Bodies are designed to fit the chassis in its standard configuration. It is to be expected that some assembly and welding will be performed to complete the installation of the kit to the chassis including but not limited to location and welding of mounting points, shimming of body pads, and location of hydraulic and electric system mounting points.

HYDRAULIC SYSTEM: GFM kit tanks are designed to work with a specific model chassis serial number. Every effort is made to provide the finished hose assemblies required for installation of the hydraulic system to the chassis. In some cases, kits will contain bulk hose and fittings that will require final fabrication and assembly during field installation and is not warrantable. Changes to the standard chassis by a manufacturer or customer affecting installation of the GFM kit design must be corrected by the dealer/customer.

GFM SUPPLIED PRIME MOVERS

Tractors, truck chassis and associated components provided by GFM as a portion of its product are covered by the original equipment manufacturer's warranty.

WARRANTY CLAIM PROCEDURE

- Contact GFM Service Department for approval and authorized repair procedures. All repairs during the warranty period must be approved by GFM to maintain warranty coverage
- Perform authorized repair and provide documentation in the form of a proforma invoice or a work order.
- Complete and submit the claim from the GFM website with the following support documents:
 - › Work order or proforma with work description, labor hours and parts used.
 - › Supporting failure analysis with description, pictures, measurements and conditions.
- Claim form must be received by GFM within 45 days of the failure to be considered.

PARTS RETURN: Parts may only be returned for warranty credit or replacement with prior approval from GFM via a Return Goods Authorization (RGA). Contact GFM for RGA number and instructions. All returned parts are subject to evaluation prior to credit approval.

PAYMENT OF CLAIMS: Payment of all warranty claims and parts returns are made by credit to the customer account. All warranty credits expire after one (1) year and are not reimbursable by check.