



# **Burlington Installation Corporation**

## **Warranty Policy and Information**

# BIC WARRANTY POLICY

## CERTIFICATE OF GENERAL PRODUCT WARRANTY

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### **Products Warranted**

This Warranty applies to new attachments and service parts which are marketed by Burlington Installation Corporation, Inc. (herein called "BIC" and herein referred to as "product(s)").

### **Warranty Period**

BIC warrants new product(s) to be free from material or workmanship defects for a period of twelve (12) months after the date of delivery to the first user. This Warranty is made to the original owner of the new product(s) and is transferable for the duration of the coverage period to subsequent owners, only with prior written approval of BIC. (See Limitations)

### **Coverage**

BIC shall repair or, at BIC's discretion, replace any product(s) shown to be defective in material or workmanship. BIC shall pay to the extent it has established in its applicable service policy in effect at the time of delivery of the product(s), the cost reasonably necessary to install any repaired or replaced part provided under this Warranty at our published shop rate of \$50.00/hr. The remedies set forth in this paragraph are exclusive and correction by BIC of product nonconformity in the manner provided above shall constitute fulfillment of all liabilities and obligations of BIC to those entitled to the benefit of the Warranty.

### **Exclusions**

This Warranty shall not apply to general maintenance items such as lubricants and oil, changes to service items such as picks, pick holders, wear strips and other normal wear items. In addition, this Warranty is void if used in conjunction with or to run products manufactured or marketed by Alitec Corp. Parts or options not provided by BIC are also excluded. BIC Service personnel must be contacted prior to any troubleshooting or diagnostics of defective product(s). Any labor related to diagnosis of the defective product(s) prior to contacting BIC will be excluded. BIC will not reimburse for mileage or travel time associated with field repairs.

### **Owner Responsibilities**

The owner is responsible for proper maintenance of the product(s). Any improper use, including failure to provide proper maintenance, operation following discovery of defective or worn parts, operation beyond rated capacity, substitution of parts not approved by BIC or alteration or repair which in BIC's judgement adversely affects the product(s), shall void this Warranty. If requested by BIC, product(s) or parts for which a warranty claim is made are to be returned freight pre-paid to BIC.

### **Limitations**

BIC's obligation under this Warranty is expressly limited to the conditions as stated above and shall not include duty, taxes or any other charges whatsoever or any liability for direct, indirect, incidental or consequential damage or delay. **BURLINGTON INSTALLATION CORPORATION MAKES NO OTHER WARRANTY, EXPRESSED OR IMPLIED, AND MAKES NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.** No employee or representative is authorized to change this Warranty in any way or grant any other Warranty unless such change is made in writing and signed by an officer of BIC.

### **Applicable Law**

This warranty shall be governed by and interpreted in accordance with the laws of the State of Iowa applicable to contracts made and to be performed in Iowa.

## **BIC WARRANTY PROCEDURE**

1. Call Jackie Muzzy at BIC (316)943-2515 with the tractor model, serial number, and hour meter reading.
2. Be ready to explain the problem and the circumstances under which it occurs. Many times we can pin point the problem or area to investigate and minimize the down time of the machine.
3. **DO NOT REPLACE ANY VALVE WITHOUT WRITTEN AUTHORIZATION FROM BIC.**
4. All parts will be invoiced when shipped and dealer recovery will be made via the BIC warranty claim form.
5. BIC will fax or mail a warranty claim form. A return goods authorization will also be included if required.
6. Make sure a copy of the work order and parts invoice; accompany the claim form when sent to BIC. This will expedite the issuing of credit.

### **Payment and Credit Terms**

1. Payment terms are Net 30 unless otherwise specified.
2. BIC reserves the right to assess finance charges and impose credit limits.
3. BIC reserves the right to apply warranty credit to any outstanding balances and/or finance charges.

# WARRANTY REQUEST FORM

Please complete and return this form via fax: (316) 943-4448    Attention: Jackie Muzzy

Date	
Company	
Address	
City, State, Zip	
Phone	
Fax	
Date of Failure	
Model #	
Serial #	
# of Hours on Unit	
Original Purchase Date	
Description of Problem	
Action Requested	
Retail Date of Unit	
Hourly Shop Rate	

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*For Office Use Only*

Date Return	
Parts Received	
Condition	
Disposition	
Notes	

**Burlington Installation**  
**P.O. Box 9102**  
**Wichita, KS 67277-0102**  
**(316) 943-2515**  
**(316) 943-4448 fax**