



Warranty Policy for Stocking Distributors

This document is to outline our Policy & Procedures for Warranty Claims for Spare parts on machinery bought from Motorscrubber USA. Motorscrubber machines are guaranteed for 12 Months from date of sale to the End user, we may ask for a sales invoice or receipt as proof of purchase date to approve a warranty claim.

Customer Type: Stocking Distributors & Importers

To Qualify for our Maximum Distributor pricing we require our distributors to hold a stock of spare parts and components for the machines you sell. This allows you to offer a faster more reliable service to your end user customers within your Territory.

The Distributor is required to carry out repairs and service on machinery sold.

The Distributor is required to Inspect warranty items and ensure the fault is not down to Miss-use from the customer. Miss-use, Wear & tear is not covered under warranty and should be chargeable to the customer.

If the faulty component is Genuine manufacture defect, the below procedure must be followed:

- We require a warranty form to be fully completed and returned to warranty@motorscrubbeclean.com
- We may ask for Photos of the faulty part via email to validate its covered under warranty
- We may ask for faulty parts to be returned for inspection before issuing replacements

Motorscrubber USA will then supply the distributor with any warranty parts required subject to the claim being validated. After approval We then have a few options:

1. We will issue you a credit note for the parts, if you have used them from your own stock
2. We will send replacement parts grouped with your Next machine order
3. If parts are required urgently we will ship them to you, Delivery charges are chargeable

Machines Returned to Motorscrubber USA For Repair:

- Standard Labour Charges apply, if under warranty or not (See Labour charges Policy)
- Delivery charges both ways are chargeable

Yours Sincerely,

IMRE KILLI

MANAGING DIRECTOR

