

MAJOR Warranty Procedures



Warranty Claims



This guide gives details of the procedure you should follow in the event of a machine breakdown that has occurred during the warranty period.

These warranty procedures must be adhered to, so that we can minimise response times, resolve the cause of any concerns and maintain our quality standards. **This document supersedes ALL previous arrangement & procedures.**

NOTE: To process a warranty claim, it is necessary to complete a Warranty Claim Form. This can be done via the support section of our website www.major-equipment.com. We must also be in receipt of the Warranty Registration details which can be logged via the support section of our website. If you have any queries you can email them to warranty@major-equipment.com

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Steps to take in the event of machine failure:



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1. The warranty claim form is to be completed on line (www.major-equipment.com) by the Major dealer and submitted to Major Equipment. Any parts replaced under warranty must be tagged and retained for inspection by Major.
2. The Technical Service Department at Major will study the claim and may request parts to be returned for examination. Major will notify their decision to the dealer service person from whom the claim was received.
3. Any replacement parts ordered for the machine will be invoiced to you as normal. Please put the relevant invoice number relating to replacement parts on the warranty claim form. A credit note and/or replacement parts will be issued in the event of a successful claim
4. The Major Dealer must notify the Major Representative within 10 days of breakdown and all warranty claims are to be settled within 90 days of breakdown notification. This will be strictly enforced.

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Terms & Conditions:



Major Equipment Ltd. warrants its products to be free from defects under the following terms and conditions:

1. **Length:** All new Major products come with a one year limited warranty against defects in materials and workmanship from the original date of purchase from an authorised dealer. Products that have been repaired/replaced will be under warranty for the remainder of the original warranty period or thirty days, whichever is longer.
2. **Transferability:** The warranty is non-transferable and is only valid for the original owner of the product.
3. **Coverage:** All Major products come with a limited warranty for the period of one year, unless otherwise stated. The warranty solely covers parts and labour of Major products. Major are not liable for products that have been damaged due to abuse or negligence, nor are we liable for incidental or consequential damages. Any normal wear and tear that occurs is not covered under Major's warranty. Consumables such as blades, belts and PTO shafts are not covered under Major's warranty.
The following will result in the warranty being voided:
 - Any product where the serial number has been defaced, modified or removed
 - Damage or failure due to abuse, neglect, usage outside of intended purpose & failure to read instructions.
 - Unauthorised repairs or any non-superficial repairs
 - Non receipt of a warranty registration card.
 - Failure to notify MAJOR of the breakdown within 10 days.
 - The following are not covered under Major's warranty:
 - Items purchased second hand
 - Any problem pertaining to cosmetics, unless pre-existing
 - Failure to determine if the product is right for your intended purposes
 - Any incidental or consequential damages that occur to products not made by Major
4. **Exclusion of Damages:** Major reserves the right to either repair or replace the defective product. Major shall not be held liable to the purchaser or any third party for any incidental or consequential damages, including, but not limited to, damages resulting from interruption of service and loss of business. Major is solely responsible for products manufactured by Major and offers no warranties, expressed or implied, for any other products.

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