



# WARDCRAFT WARRANTY

Wardcraft was established in 1897, and we are proud to be one of the oldest surviving conveyor manufacturing operations in the World. Our reputation, and ultimately our livelihood, is dependant upon the satisfaction of our customers. We strive to consistently provide outstanding value to our customers with quality products, creative problem solving, and a staff that cares. Being a custom machine builder, Wardcraft is realistic enough to recognize that many factors can contribute to a failure of some kind. So, if a Wardcraft product fails for ANY reason, we want to assist in identifying the cause and rectifying the problem, not merely supplying replacement parts or service. Our continued survival depends on our customers enjoying success with our products and maintaining a long term partnership with us!

**Wardcraft Warrants its Conveyor and Quick Die Change products to be free from defects in materials and/or workmanship, and fit for the purpose for which they were sold, when properly installed and used in normal conditions under standard operating parameters, for (1) year from the date of purchase or until 2,100 hours of running time, whichever comes first. At a *MINIMUM*, Wardcraft will replace any defective part within the warranty period, without charge, subject to the following conditions:**

1. Wardcraft is given prompt written notice of the defect from the purchaser, including the date of purchase and verification of purchase.
2. A Returned Goods Authorization number (RGA#) is issued to the customer and must be noted on all packages and packing slips returned with the product.
3. Customer is responsible for delivery costs to Wardcraft for verification that product is defective. Customer is also responsible for all shipping and insurance charges for any replacement parts shipped from Wardcraft to the customer.
4. Customer is responsible for any installation cost of replacement parts.
5. Warranty is limited to the replacement of defective parts.
6. Replacement of a part under warranty does not extend the term of the warranty.
7. Wardcraft will not be held liable for any collateral damage caused by defective parts.
8. Warranty does not apply if any failure is caused by unreasonable use, lack of maintenance or improper maintenance and/or repairs, incorrect adjustments, exposure to corrosive or abrasive material, water damage, or any modification or alteration of the product that is not authorized in writing by Wardcraft.
9. Wardcraft does not warrant product application or effectiveness unless agreed upon in writing prior to acceptance of customer order.
10. Warranty also does not apply to normal wear parts including but not limited to items such as belt slider surfaces, belt tracks, Quick Die Change air bags, etc.
11. Warranty does not apply to any purchased components not made by Wardcraft that are already covered by the original manufacturer's warranty, and is not subject to any limitations under those warranties. This includes, but not limited to:  
motors, reducers, chains, sprockets, electrical controls, bearings, fabric  
belts, casters, pneumatic or hydraulic components and cam rollers (QDC)