

WARRANTY GUIDELINES

WOODBINE MANUFACTURING COMPANY, INC.

A. Standard Warranty

The Woodbine Manufacturing Company provides a limited warranty against faulty materials or workmanship. This limited warranty applies for (1) year from the date of purchase for the Original Series models, Standard Railgate models, and 650 Series models. This limited warranty against faulty materials or workmanship applies for (2) years from the date of purchase for G2 Series models, Cantilever Series models, High-Cycle Railgate models, V2 Series models, Tuck under Series models and all pump and motor unit parts. For complete details, see "Warranty Guidelines" in the price book or online.

The return of any affected parts must follow the procedure set forth at #4 of the "Warranty Claims Handling Procedure" which is also set forth on this page.

All affected parts must be returned to the factory prepaid within 30 days – with full credit issued for those found to be defective. Warranty replacement parts will be shipped by UPS Ground from the factory prepaid. If the affected part is not received within 30 days, the transaction shall become a standard part sale and invoice shall be due immediately.

Labor charges to install warranty replacement parts shall be paid in accordance with Woodbine Manufacturing Company's estimated repair time guide and a flat hourly rate established by Woodbine Manufacturing Company. **Deviation from the warranty times listed must be authorized by Woodbine Manufacturing Company in advance.**

The warranty does not include damage resulting from improper installation procedures. Parts must be installed according to Tommy Gate specifications.

Woodbine Manufacturing Company will not pay labor for removing other equipment to gain access to Tommy Gate equipment. Woodbine Manufacturing Company will not pay labor for time on the road to and from a service call.

Woodbine Manufacturing Company reserves the right to disallow or reduce claims for parts which have been damaged due to misuse, abuse, accidents or improper shipping; or parts which have been incorrectly or unnecessarily replaced.

The warranty is void if the product has been subjected to other than normal use. **There are no warranties, express or implied, including the warranty of merchantability or a warranty of fitness for a particular purpose extending beyond that set forth above.**

B. Warranty Claims Handling Procedure

The following procedures are required when an authorized distributor submits a warranty claim for a defective Tommy Gate part:

1. Before any expense is incurred, but after the problem has been diagnosed, the authorized distributor should contact Woodbine Manufacturing Company's Warranty Department to discuss the problem and provide the following information:
 - Tommy Gate model number.
 - Tommy Gate serial number.
 - Tommy Gate part number involved and a description of the apparent problem or defect.
 - Liftgate owner's name, address, and phone number.
2. If it is determined that the condition is potentially covered by Woodbine Manufacturing Company's warranty, the authorized distributor will receive instructions on how to proceed. A decision will be made to either replace the product or part in question.
3. If the product or parts are to be repaired, the authorized distributor will receive a **Warranty Request Number**.
4. If the product or parts are to be replaced, the authorized distributor will be instructed to either hold the parts for inspection by a representative, in which case the authorized distributor will receive a **Warranty Request Number**, or the authorized distributor will be asked to return the product for inspection to Woodbine Manufacturing Company, in which case the authorized distributor will receive a **Return Goods Authorization Number**. Under no circumstances are parts to be returned without a **Return Goods Authorization Number**.
5. After the repair or replacement work is completed, the authorized distributor will submit the claim to Tommy Gate Company with the following information:
 - Woodbine Manufacturing Company **Warranty Request and/or Return Goods Authorization Number**.
 - Authorized distributor performing warranty work.
 - Person responsible for warranty work (contact).
 - Distributor from whom liftgate was purchased.
 - Action taken, cost involved, complete with work orders and parts expense invoices.
6. If defective parts are to be returned to Woodbine Manufacturing Company, they:
 - Must be packaged for each individual warranty return. No multiple warranty claims in the same box.
 - Must be returned "freight prepaid" to Woodbine Manufacturing Company's location.
 - Must be clearly marked with the **RETURN GOODS AUTHORIZATION NUMBER** on the outside of the package.

Warranty claims must be submitted by the authorized distributor on behalf of their customer as part of their customer assistance.

Warranty claim acceptance or rejection is based solely upon defective part inspection and a review of the claim date (outlined in step 5 above) as they apply to the requirements of the Tommy Gate Warranty. Claim reimbursement after acceptance is governed by those allowances previously agreed upon between Woodbine Manufacturing Company and the authorized distributor (as outlined in steps 1-4 above).

Any warranty claims submitted without a Warranty Request Number or Return Goods Authorization Number and the necessary information will be denied.