



Quality Corporation  
2401 South Delaware Street  
Denver, Colorado 80223  
Phone 800-383-3018, Fax (303) 777-6488

Eff. Date: 09/06/2007

## Warranty Procedure

### **A. WARRANTY POLICY**

1. Donkey and Burro forklifts are covered by warranty for a period of twelve months from the original date of purchase.
  - a. All non-wear parts are covered with the exception of the engine, battery, and tires. These parts are warranted by the respective manufacturer.
  - b. Warranty does not cover parts damaged by abuse, normal wear or lack of proper maintenance.
  - c. Normal maintenance and adjustments are the responsibility of the user and are not covered by warranty.
2. Quality Corporation will promptly ship necessary parts for a warranty repair to either the customer or the selling dealer.
  - a. Warranty parts will be shipped via UPS ground or truck freight.
  - b. At the customer's request, Quality Corporation will provide expedited shipping and bill the difference in cost between regular and chosen expedited service to the customer.
  - c. A purchase order is required for all part sales even if the repair will be submitted for warranty evaluation.
  - d. When ordering parts for a possible warranty repair, provide the parts technician with the serial number of the forklift and number of hours shown on the hour meter.
  - e. Quality Corporation reserves the right to supply used or remanufactured parts for a warranty repair.
  - f. Replacement parts can be installed by the customer or the dealer.
3. Quality Corporation may request the return of failed parts for full credit to be granted.
  - a. Request an RGA number (Returned Goods Authorization) from the parts technician.
  - b. Write the RGA number on at least two sides of the return packaging.
  - c. Include a copy of the completed Warranty Claim form with the packing list or inside the package.
  - d. Parts must be returned within 30 days of the repair to be considered for warranty.
4. Quality Corporation is only responsible for parts, ground freight and repair labor associated with a warranty claim.
  - a. Quality Corporation will not be responsible for down time, loss of productivity or the cost of substitute equipment because of a failed Donkey.
  - b. Quality Corporation will not pay for transportation from the customer to the dealer or from the dealer to the customer.
  - c. Quality Corporation will not pay for travel time to or from a repair.

### **B. SUBMITTING A WARRANTY CLAIM**

1. Warranty claims will only be considered if submitted on a properly completed Warranty Claim form.
  - a. Warranty Claim forms can be found in the Donkey and Burro Parts Manuals. Forms can also be requested from Quality Corporations Parts Department.
  - b. Be sure to fill in all of the requested information. Failure to do so will delay claim processing and may be grounds for denial.
2. The completed Warranty Claim form must be submitted to Quality Corporation within 30 days of the repair. Submissions may be mailed, faxed or emailed.
  - a. Mail to: 2401 South Delaware Street, Denver, CO 80223, Attn: Warranty Administrator.



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- b. Fax to: (303) 777-6488, Attn: Warranty Administrator, or
- c. Email to: [parts@donkeyforklift.com](mailto:parts@donkeyforklift.com). RE Warranty Claim.

### **C. WARRANTY SETTLEMENT**

1. A warranty claim will only be evaluated after all forms, parts and documentation are received.
2. The Warranty Administrator will complete a Warranty Settlement form after the claim is reviewed.
  - a. The Warranty Settlement form will include the disposition of the warranty claim, explanation of the actions taken, credit given and payment made.
  - b. The Warranty Settlement form will be sent to the customer via fax or U.S. mail.
  - c. The Warranty Settlement form will be completed and sent to the customer within 30 days of receipt of the Warranty Claim form, requested parts and documentation.
3. Parts purchased from Quality Corporation and used for an accepted warranty repair will be credited to the purchasers account along with the cost of outbound ground freight.
4. Parts purchased from sources other than Quality Corporation and used for an accepted warranty repair will be reimbursed to the customer if deemed necessary to complete the repair.
5. Labor costs applied to an accepted warranty repair will be reimbursed to the customer as follows:
  - a. Labor hours allowed for a given repair will be based on Quality Corporations flat rate chart. Allowable hours for repairs not listed on the chart will be determined by Quality Corporation on a case by case basis.
  - b. Labor will be reimbursed at 70% of the customers standard shop rate.
  - c. Additional labor costs will be considered for special circumstances if enough detail is provided and the additional labor is warranted for the given repair.
6. Freight costs to return parts to Quality Corporation for warranty evaluation will be reimbursed to the customer if the warranty claim is accepted.
  - a. If the warranty claim is denied no reimbursement for freight will be made.
  - b. If requested, the evaluated parts will be returned to the customer at the customer's expense.
7. When a warranty claim is denied:
  - a. No credits or reimbursements for parts, labor or freight will be made.
  - b. If requested, parts submitted to Quality Corporation will be returned to the customer at the customer's expense. Otherwise, the parts will be scrapped.
8. A warranty settlement can be contested by resubmitting the claim with additional evidence and/or information supporting the validity of the claim or the expenses involved in the repair.
  - a. The results of the second evaluation are final and no further considerations will be made.



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### Acknowledgement of Receipt

Please review the Warranty Policy and then sign and return this page to Quality Corporation via mail, fax or email:

Address: 2401 South Delaware Street  
Denver, Colorado 80223  
Attn: Warranty Administrator  
Fax No.: (303) 777-6488  
Email: parts@donkeyforklift.com

Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_

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