



Hol-Mac Corporation
PO Box 349
Bay Springs, MS 39422
Phone (601) 764-4121

Eff. Date: 11/1/2017

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. Hol-Mac Corporation will 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, Hol-Mac Corporation will provide expedited shipping and bill the difference in cost between regular and chosen expedited service to the customer.
 - c. Payment is required prior to shipment, unless prior terms have been established 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. Hol-Mac 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. Hol-Mac 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.
 - i. Ship to: 100 Commerce Drive Bay Springs, MS 39422
4. Hol-Mac Corporation is only responsible for parts, ground freight and repair labor associated with a warranty claim.
 - a. Hol-Mac Corporation will not be responsible for down time, loss of productivity or the cost of substitute equipment because of a failed Donkey.
 - b. Hol-Mac Corporation will not pay for transportation from the customer to the dealer or from the dealer to the customer.
 - c. Hol-Mac Corporation will not pay for travel time to or from a repair.



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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 Hol-Mac Corporations Parts Department or from www.donkeyforklift.com, when available.
 - 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 Hol-Mac Corporation within 30 days of the repair. Submissions may be mailed, emailed or entered at www.donkeyforklift.com, when available.
 - a. Mail to: PO Box 349 Bay Springs, MS 39422
Attn: Warranty Administrator.
 - b. Email to: warranty@hol-mac.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 or payment made.
 - b. The Warranty Settlement form will be sent to the customer via email or 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 Hol-Mac 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 Hol-Mac 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 Hol-Mac Corporations flat rate chart. Allowable hours for repairs not listed on the chart will be determined by Hol-Mac Corporation on a case by case basis.
 - b. Labor will be reimbursed at a rate of \$75.00 per hour.
 - 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.



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6. Freight costs to return parts to Hol-Mac 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 Hol-Mac 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.