

CTP[®] New Replacement Parts Warranty

CTP New Replacement parts are warranted to be free of defects in material and manufacture under normal use and service.

Parts not from CTP Inventory whether new, original surplus or used "as is" parts outsourced specifically for the customer from secondary vendors are not warranted by CTP. These are serviced as Loc 02 on the CTP Invoice and are considered Special Order items. CTP's Warranty coverage period is not to exceed 24 months from Original Invoice Date with the exception of parts otherwise noted below.

Diesel Engine Parts

CTP internal engine parts are warranted to be free from defects in material and workmanship for a period of 1 year from original invoice date/ 3600 hrs./ 100,000.00 miles whichever occurs first. CTP external engine components, such as Oil & water pumps & turbochargers, are warranted to be free from defects in material & workmanship for a period of 1 year from Original Invoice date.

Ground Engaging Tools

Warranted against premature breakage for a period of 90 days from Original Invoice Date. Ground engaging tools include, but are not limited to, CTP blades, tips, adapters, and side cutters.

Undercarriage Parts

CTP undercarriage parts, including link assembly and rollers, are warranted to be free from defects and material for a period of 1 year from original invoice date or 1500 working hours, whichever occurs first.

Electrical Components

Starters & alternators are warranted for 6 months from date of Installation, not to exceed 1 year from Original Invoice Date.

Hydraulic Parts & Components

Warranted for 6 months from installation date, not to exceed 1 year from Original Invoice Date.

Short, Medium, and Long Block

For its parts and components, CTP will pay for all parts and labor needed to repair the warranted failure to the functional condition existing immediately prior to the failure. Warranted for 1 year from Original Invoice Date.

All Other Parts

Warranted for 6 months from installation date, not to exceed 24 months from Original Invoice Date. View Return Policy for more details.

Claim Procedures

1) CTP must be notified by the customer of a Warranty request via online, as well as by phone, fax or e-mail. A CTP sales representative will respond by forwarding a Warranty form to the customer who will be responsible to submit all information requested with any support documentation as stated in the form's instructions. 2) When the required information is received a Claim Number will be assigned and the Quality Control Dept. will review the Warranty request. 3) If it is determined by CTP Technical Support that more information is required or any other parts or damaged components are needed to properly evaluate the failure, the customer will be notified. Failure to cooperate or produce needed materials for further analysis of a claim may void the claim due to lack of information and/or required parts requested. CTP reserves the right to examine every part subject to the claim under this Warranty. CTP also reserves the right to ask a customer to return parts to an Authorized Distributor or CTP Location for Warranty evaluation. 4) If required, CTP will request the customer to send the parts back to our premises for inspection. The customer will be solely responsible for shipping charges and CTP will not accept any collect shipments. CTP will not accept any merchandise that is returned to CTP in used condition. Only parts under Warranty that are suspected to have failed are allowed to be returned in used condition with our prior authorization. All parts returned to CTP must have original labels and be properly packaged for shipping. CTP Warranty will be void if returned merchandise is damaged due to improper packaging or neglect. Coverage will also be void if any third party delivering such merchandise has damaged the product. 5) If CTP determines that the part is subject to the warranty, all settlements will be made by CTP or its Authorized Distributor. If a Warranty Claim is denied all products submitted for examination to CTP will be kept for 30 days after denial date and then discarded.

General CTP Responsibility & Limitations

If all claim procedures have been followed and CTP determines the Warranty situation is approved, the following describe CTP's maximum responsibility.

Parts : CTP at its option will replace parts needed or credit the customer's Account. If the CTP part is found to be the sole and direct cause of damage to the equipment where it was installed, CTP will be responsible for any reasonable costs to restore the equipment and any other parts needed for the repair will be replaced at cost. CTP must agree upon this in advance.

Maintenance Items: CTP, upon its prior approval, will pay for maintenance items such as oil, filters and antifreeze that are not reusable.

Labor : CTP, upon its prior approval, will reimburse the customer for labor at a rate per hour not to exceed the lesser of the reasonable prevailing rate per hour or the published flat rate for the geographic area in which the repairs are performed, not to exceed US\$30 per hour. No holiday or overtime rates will be paid by CTP.

Items Not Covered:

CTP is not responsible for the following: 1) Down time or towing charges. 2) Diagnostic time. 3) Dynamometer or other test charges. 4) Travel time, hotel charges or overtime pay for mechanics. 5) Service truck mileage. 6) Replacement equipment or vehicle rentals. 7) Incoming and outgoing freight costs, with the exception of prior approval by CTP Quality Control. 8) Transportation of equipment, vehicle, engine or components to and from the place of repair.

CTP will not accept parts bills for costs of Original Equipment Parts used to make repairs. CTP will cover only the parts costs of its replacement items and only upon prior approval from CTP. CTP is not responsible for incidental or consequential damages. Any tampering or altering of a CTP product voids the Warranty and become sole responsibility of the owner. Failures determined to arise from owner or operator abuse, improper assembly, exposure to weather conditions, negligence, damage by accidents, or lack of proper maintenance are not covered by this Warranty. There are no warranties, expressed or implied, including warranties of merchantability and/or fitness for a particular purpose, except the warranty against defects in material and workmanship. Other than CTP Quality Control, no other personnel are authorized to bind CTP for Warranty coverage. This Warranty is provided only to direct CTP customers and not to any other parties.