



Parts Warranty Policy

All New CTP Replacement parts are warranted to be free of defects in material and manufacture workmanship under normal use and service. Warranty coverage period is not to exceed 18 months from original invoice date with the exception of parts otherwise noted below:

Diesel Engine Parts

CTP internal engine parts (i.e. pistons, rings, liners, etc) and external engine parts (i.e. oil & water pumps, turbochargers, etc) are warranted to be free from defects in material and workmanship for a period of 6 months after installation, not to exceed 12 months from original invoice date.

Ground Engaging Tools

Are 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 for a period of 12 months from original invoice date

Electrical & Hydraulic Components

Are warranted for 6 months after installation, not to exceed 12 months from original invoice date.

Non CTP Inventory Parts

Are considered "Special Order" and are not bound by this warranty. Special Order parts are identified as LOC 2 on a CTP Invoice. These include but not limited to: any non-stocking item, parts specifically outsourced for the customer from a secondary vendor, original surplus, or parts labeled as used "As Is" condition.

General CTP Responsibility & Limitations

If claim procedure has been followed and CTP determines the claim as approved, the following describe CTP's maximum responsibility.

Parts: CTP, at its option, will replace parts needed or credit the customer's account.

Labor: CTP, upon its prior approval, will reimburse the customer for labor at a costs determined by current published rates and standards in the geographic area in which repairs are performed, not to exceed US \$30 per hour. No holiday or overtime rates will be paid by CTP.

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

Other than as expressly provided hereby, CTP shall not, under any circumstances, be liable for any special, indirect, incidental, or consequential damages, including, but not limited to, damage or loss of other property or equipment, loss of profits or revenue, transportation and towing costs, cost of purchased or replaced good, or claims of customers of the purchaser, which may arise or result from the sale, installation, or use of these parts. 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.

Claim Procedure:

- 1) Customer shall notify CTP regarding a warranty claim using our CTP portal or contacting its sales rep. Claim description is required with every claim and is responsibility of customer to complete all information requested in a timely manner.
- 2) A claim number will be assigned and its status will be visible through our CTP portal.
- 3) If determined by our Claims department that more information is required or parts are required to properly evaluate the failure, the customer will be notified and an RGA (Return Goods Authorization) will be generated, no parts will be accepted without an RGA. Failure to cooperate may void the claim due to lack of information and/or parts requested (CTP reserves the right to examine every part subject to the claim under this Warranty). 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.
- 4) If a Warranty Claim is denied all parts submitted for examination to CTP will be kept for 30 days only.

This Warranty is provided only to direct CTP customers and not to any other parties. The parties agree that any legal action, suit or proceeding arising under or in connection with the Warranty shall be instituted in a federal or state court located in Miami-Dade County, Florida, which shall be the exclusive jurisdiction and venue of said legal proceedings.