

# How to Complete and Submit Warranty Claims



# Warranty Claims

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A **warranty claim** is a claim on a part/s that have been **fitted and operational** for a period of time or a part that a mechanic/technician has tried to fit in a vehicle or engine.

Any claim on **new parts** is not a warranty claim. It is a **quality claim**, to be returned as a **credit return**.

We offer 12 months Warranty cover on all MAJOR products (excluding MAJOR Log Splitters which have 6 months warranty).

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# Submitting a Warranty Claim



1. Complete the “Warranty Claim” form.

- A fully completed “Warranty Claim” form is to be sent to MAJOR within 10 days of machine breakdown. This form can be completed on line or downloaded and printed from the Warranty section on our website [www.major-equipment.com](http://www.major-equipment.com) or by fax upon request.
- All requested details are necessary to assess the claim correctly. Incomplete or wrong information is a valid reason for claim rejection.
- To process a warranty claim, we must also be in receipt of the machine warranty registration details. You can register machines on our website or email the Warranty Card information to [warranty@major-equipment.com](mailto:warranty@major-equipment.com).

The form is titled "MAJOR WARRANTY CLAIM FORM" and is divided into four main sections: DEALER DETAILS, CUSTOMER DETAILS, MACHINE DETAILS, and REPAIR DETAILS. Each section contains various fields for data entry, such as names, addresses, phone numbers, and dates. The REPAIR DETAILS section is a table with columns for Qty, Part No, Description, Invoice No's, and Amounts.

MAJOR WARRANTY CLAIM FORM							
DEALER DETAILS							
Dealer Name:	_____		Contact:	_____			
Tel No:	_____		Email address:	_____			
CUSTOMER DETAILS							
Customer:	_____		Address:	_____			
Tel No:	_____		_____	_____			
Email address:	_____						
MACHINE DETAILS							
Model No:	_____	Serial No:	_____	Purchase Date:	_____	Date of Failure:	_____
Description of Failure/Reason for Credit:							
_____							
_____							
_____							
REPAIR DETAILS							
Qty	Part No	Description	Invoice No's	Amounts			

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# Submitting a Warranty Claim

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2. Attached copy invoices where relevant to the warranty claim.

- Detailed invoices related to claimed additional costs (e.g. parts sourced from suppliers other than MAJOR, carriage etc) have to be returned with the fully completed “Warranty Claim” form.

- Additional costs can not be claimed after we have accepted the claim.

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# Submitting a Warranty Claim

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3. From time we may request for the allegedly faulty parts to be returned for inspection. If this is the case please take the following steps:
- Return to relevant office (Ireland, UK or NL) properly packed and clearly marked: "WARRANTY PARTS" and "Warranty Claims Department".
  - Please enclose a copy of the warranty claim form.
  - Shipping is at customer's expense until claim has been settled.
  - A detailed copy of our WARRANTY CLAIM PROCEDURE is available to be downloaded or printed from the Warranty section on our website [www.major-equipment.com](http://www.major-equipment.com) or by fax upon request.
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# Handling your Warranty Claim



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- We investigate all claims to determine the cause of failure.
  - Parts are investigated at MAJOR or if necessary at our supplier's premises
  - Reply will be normally within 90 days
  - When cause of failure is related to the quality of the supplied part, action is taken to avoid re-occurrence.

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# If we have accepted your Warranty Claim

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- We inform you by letter that we have accepted your claim and what will be refunded.
  - A credit note will be issued to refund the part/s and additional costs if applicable. From time to time replacement parts will be sent to replace faulty parts.
  - Additional costs are the costs to put the machine into the same condition as prior to the failure in the most cost effective manner. No warranty is given on PTO parts, Drive Belts, Blades, Spud Bolts, Shear bolts and normal wearing parts.
  - Additional costs cannot be claimed after acceptance of claim.
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# If we have rejected your Warranty Claim

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- We will inform you by email or post that we rejected your claim and for what reason.
  - We may supply technical advice to avoid this problem reoccurring in the future.
  - Parts relating to a claim will be held by MAJOR for 60 days from the date the letter. Following that time, they may be disposed of. If you require the parts, please request their return and they will be returned at your expense.
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# What *not* to do



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Do **not** submit a Warranty Claim without returning a **fully completed** Warranty Claim form

*:- We are unable to investigate and will reject your claim.*

Do **not** claim extra costs without a **detailed copy** of invoices. (This includes copy invoices for parts sourced from suppliers other than MAJOR).

*:- In no circumstances will further additional costs be accepted after the initial acceptance of your claim*

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# More information:



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If you require further information please email your query to:

[warranty@major-equipment.com](mailto:warranty@major-equipment.com)

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