

Equipment Warranty



Warranty & Service Policy: Subject to the terms and conditions as stated herein, CART-AWAY CONCRETE SYSTEMS, (hereinafter referred to as "CART-AWAY") warrants its equipment to be free from defects in material and factory workmanship to the original owner for a period of twelve months from the date of shipment from Cart-Away's facility, unless you have received an extended warranty program.

Terms and Conditions of Limited Warranty:

This Obligation is limited exclusively to defective original equipment manufactured by CART-AWAY and is subject to the inspection and analysis by CART-AWAY as to conclusively identify or confirm the nature and cause of failure. Any obligation for the delivery of warranty replacement parts is limited to the original delivery location of the equipment.

Defective components, mechanical or electrical, will be repaired or replaced free of any charge to the original owner within ninety (90) days after the date of shipment. For the remainder of the product warranty period, defects in any components manufactured by Cart-Away will be repaired or replaced providing: 1) the equipment owner agrees to pay service technicians traveling expenses from the authorized CART-AWAY distributor, or 2) returns the faulty components to Cart-Away's facility, freight prepaid, at the discretion and with pre-authorization of CART-AWAY. (See Reverse Side for warranty procedures)

Defective components purchased, not manufactured, by Cart-Away are warranted per the manufacturer's warranty. Following the initial ninety (90) day time period and up to the length of the purchased component's warranty, the customer must seek remedy with the original equipment manufacturer and abide by the terms of equipment manufacturer's warranty.

CART-AWAY's responsibility is confined to repair, replacement, or credit (at Cart-Away's option) of its own manufactured equipment or parts and does not extend coverage to labor, material, freight or service charges involved in removal of equipment for return to Cart-Away's Facility.

CART-AWAY is not responsible and will not be held liable for losses (both physical and economic), injury or damage caused to persons or property by reason of the installation / use of CART-AWAY products or their failure.

CART-AWAY reserves the right to incorporate improvements in material and design of the products without notice, and is not obligated to incorporate the same improvements in equipment previously manufactured.

CART-AWAY shall not be obligated under any warranty different from its warranty as set forth herein. The CART-AWAY warranty is limited to the initial customer and the original delivery location, and is not intended to inure to the benefit of secondary owners in the event of resale or redistribution. This warranty is not applicable for expenses either direct or consequential that may arise from the use or inability to use these products.

Conditions Which Void Limited Warranty

This warranty shall not apply to the equipment which:

1. Has had repairs or modifications not authorized in writing by CART-AWAY.
2. Has been subject to misuse, negligent handling, improper or no-periodic maintenance and repair, improper installation, accident, damage by fire, water, submersion, or an act of God.
3. Has been installed by anybody other than an authorized factory representative.
4. Has had serial numbers altered or removed.
5. Are due to normal wear items, natural wear and tear, and the natural fading of paint, coatings, and weather related degradations of rubber parts.
6. This limited warranty does not cover any products that are still guaranteed by a warranty of their original manufacturer.

Freight Carrier Damage: Claims for equipment damaged in transit must be referred to the freight carrier. Visible damage should be reported immediately. Concealed damage, as soon as possible or in any case, within fifteen (15) days of receipt of shipment, in accordance with freight carrier regulations.

THE FOREGOING IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION OF THE PRODUCT.

This warranty statement sets forth the extent of our liability for breach of any warranty or deficiency in connection with the sale or use of the product. It is understood that we will not be liable for consequential damages of any nature, including but not limited to, loss of profit, delays or expense, whether based on tort or contract.

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Return Procedures for Warranty Coverage

1. The customer must contact the Cart-Away parts department and notify them there is a possible warranty need.
2. With the help of a Cart-Away representative, a determination will be made as to the parts needed to repair the equipment in question.
3. Cart-Away will create a Sales Order with a note that there is a possible warranty claim for the identified parts.
4. Cart-Away will ship the parts to the customer and the customer will be billed for the parts and standard shipping charges according to the customer's credit terms. Cart-Away will send a Return Merchandise Authorization form for the defective parts with the replacement parts. Any additional shipping charges above standard ground rates in the US, will be the responsibility of the customer.
5. The customer must, at their cost, return the parts in question to Cart-Away within 30 days of receiving the replacement parts. The customer **MUST** include the RMA that Cart-Away sent with the replacement parts. There will not be any warranty coverage provided for parts returned after 30 days.
6. Cart-Away will determine if the failed part will be covered by our warranty. If Cart-Away is not the OEM, Cart-Away will work with the OEM of the part to determine warranty coverage.
7. If it is determined that the defective part is covered by warranty, Cart-Away will issue a credit to the customer for the purchase amount of the part and the ground freight charges incurred to ship the replacement part to the customer. Cart-Away will not, in any case, cover the cost incurred by the customer to return the defective part to Cart-Away.

1 July 2017