

## WARRANTY POLICY

Thank you for choosing QV TOOLS Products. We're here to ensure that your experience is perfect. In some rare instances, you may need some help with a warranty claim.

**Please call us at 1-800-344-3371.**

Product must be registered to activate the warranty. Warranty registration is below. Warranty begins from date of purchase.

### Engine Warranty

Kohler engines are covered with a 3-year commercial and 3-year residential warranty for Command Pro series. Parts and Labor are covered as well. Power King engines by Lifan are covered with a 1-year residential warranty. QV Power 3pt 40hp gear box warranty 1-year. Visit your engine manufacturer for warranty details or visit **[www.QVTools.com](http://www.QVTools.com)**.

### Equipment warranty

Manufactures defects of chassis and component parts are covered for 1 year. Only parts are covered. Shipping cost is not covered.

QV Tools will replace any part that is proven to be defective in material or workmanship. This warranty is not valid for products or parts affected or damaged by accident, collision, normal wear, fuel contamination, abuse, neglect, misuse, alteration and/or unsuitable use or unauthorized parts. Transportation charges to and from service centers, if assigned, is not covered. Shipping cost of product for repair is not covered. Labor to repair equipment is not covered. Consumable parts such as brake pads, tires, racks, splines, grinding teeth, blades, bar blades, etc. are not covered under warranty. Power King has all replacement parts at value pricing.

### Damaged Products

You must take the time to inspect the goods before you sign the delivery receipt from the carrier. If you sign the delivery receipt without inspecting the shipment, you will be responsible for filing a freight claim and arranging for a repair or return of the damaged goods.

Concealed damage claims must be reported immediately.

### Suspected Damage

On occasion, the outer carton may look damaged, but the product inside the box is perfectly fine. If you suspect concealed damage, notate "**Possible Freight Damage**" on the **delivery receipt while the driver is present. This way, if you discover later that the product is damaged, the remedy of a freight claim is less of a hassle.**

### Obvious Damage

Do not sign for damaged products. If your product arrives damaged, **please (a) REFUSE DELIVERY and (b) Call where you purchased the item Immediately so the dealer can process the appropriate claims and coordinate an exchange for you.**

### **Defective Products**

We encourage you to test your product within 15 days of receipt so we can quickly remedy any mechanical problems. If you think your product is defective, **call QVTools at 1-800-344-3371**. In most cases, it's a simple issue that can be resolved over the phone. We have expert technicians standing by to help resolve your issue. Please have your model number and serial number available and your proof of purchase receipt for faster service.

### **Original Owner Warranty**

Warranty is non-transferable and covers the original owner only who purchased from a QVTOOLS authorized dealer.