

Warranty Claim Procedures

To ensure your warranty claim is processed in the fastest possible manner, please ensure the following procedures are followed:

1. Upon identification of problem/failure immediately report/notify Doherty before any work is completed on the attachment or component.
2. Complete the Doherty warranty claim form and provide all information requested and email or fax to Doherty before any work is carried out.
3. Upon receipt of the warranty claim form Doherty will assess the claim and provide in writing what action is to be taken and issue a warranty claim number if deemed warranty.
4. Any repair work may be carried out at Doherty's own premises, at the workshop of an authorized Service Agent/Dealer, on the site at which the part or attachment is being used, or at any other location that Doherty considers appropriate under the circumstances.
5. An estimate of costs must be provided in writing before any repair work commences by a third party who is not an authorised service agent/dealer.
6. Where Doherty has opted to replace in part or full, the defective components to be replaced will be dispatched as quickly as possible. Please ensure part numbers are quoted from parts manual if applicable.
7. It is the responsibility of the Customer to arrange for the delivery of the failed components.

All warranty claims are subject to Doherty's standard warranty policy.

Any repair work carried out by a third party prior to a warranty claim number been issued by Doherty will invalidate the claim. All Invoices for repair work completed by a third party must include warranty claim number, component serial number, description of work completed and date work completed.

Contacts:

New Zealand: Phone +64 7 574 3000, Fax +64 7 574 8030

Australia: Phone 1800 057 021, Fax +64 7 574 8030

All emails to be sent to customersupport@dohertydirect.net and cc'ed to your point of contact.

New Zealand 07 574 3000

Australia 1800 057 021

www.dohertydirect.net

Address: Doherty Engineered Attachments Limited
12 Cherokee Place, Mount Maunganui 3116,
Bay of Plenty, New Zealand

Phone: +64 7 574 3000
Fax: +64 7 574 8030
Email: info@dohertydirect.net