



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 product issue assessment form and provide all information requested and email to Doherty before any work is carried out. If the product issue assessment form cannot be completed, Doherty is to be provided with the end-user details to obtain the required information.
3. Upon receipt of the product issue assessment form Doherty will assess the claim, in some cases Doherty may require the parts to complete assessment. Doherty will then 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 and an order number MUST be provided by Doherty before any work commences.**
6. **If Product issue form has not been provided, Doherty will require a Purchase Order for any parts before dispatch. If once all information is received and warranty approved Doherty will invoice out at \$0.00**
7. 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.
8. 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 and or purchase order number been issued by Doherty will invalidate the claim. All Invoices for repair work completed by a third party must include warranty claim & purchase order number, component serial number, description of work completed and date work completed.

Contacts:

New Zealand: Phone +64 7 574 3000, email nzsupport@dohertydirect.net and cc your local Doherty contact.

Australia: Phone 1800 057 021, email support@dohertydirect.net and cc your local Doherty contact.

NEW ZEALAND

Physical: 98 Paerangi Place, Tauriko,
Tauranga 3171, New Zealand

Postal: PO Box 9339, Greerton, Tauranga 3142, New Zealand

WWW.DOHERTYDIRECT.NET