



Support Claim Form

Shipping Damage Statement

Superior Tech strives to send out defect and damage free products. If a damage arises while receiving the product please notate on delivery receipt and receive the product. Superior Tech reserves the right to send new parts to fix the damaged product. If the product is a total loss due to handling damage please file a claim with the trucking company. For less severe damages please document and then contact Superior Tech for assistance. Shipping claims need to be filed within 30 days of receiving the product. Photos of product damage required to process the claim. Superior Tech’s Shipping Claim does not cover labor charges unless approved prior authorization.

Warranty Statement:

Superior Tech’s products are guaranteed to be free from defects in material and workmanship from the date of purchase until the end of the warranty period indicated below, **provided that purchaser properly assembles, installs, uses and maintains the products in accordance with the applicable Operator’s Manual or Instruction Sheet.** Altering of items will void the warranty. Purchaser’s failure to adhere to such requirements will void the warranty. To the extent permitted by applicable law, all other warranties, representations, obligations and conditions, expressed or implied, including but not limited to implied warranties of merchantability, fitness for any particular purpose and non-infringement, are hereby disclaimed and excluded. Superior Tech uses replacement parts that fully meet functional requirements of a new unit. Replacement or Warranted parts are covered for the remaining balance of the Licensed Product warranty or 30 days. For pump warranties please follow attached troubleshooting guide prior to submitting the warranty.

Superior Tech’s Warranty does not cover the following;

- **Labor charges unless approved prior authorization**
- **Loss or consequential damages of any kind or character**
- **Breakage of parts resulting from failure to follow the proper storage procedure, including temporary or seasonal, according to the owner's manual such as draining liquid.**
- **Damages caused by improper assembly such as gauge and fitting crack due to over tightening.**
- **Wear Items (Belts/Tires/Tire Chains; and Seals)**
- **Parts purchased prior to claiming warranty will not be reimbursed**

Superior Tech reserves the right to request photos or return of damaged/defective parts to validate the claim. Please have a copy of the original purchase order, receipt and serial number (if available) to submit the claim. All warranty parts must be supplied by Superior Tech and we will not reimburse for parts purchased from other suppliers. Thank you

Warranty Period:

Product Line	Residential	Commercial
Lawn and Garden Sprayers	2 Year	6 Month
Electric 3-pt Hitch Sprayers	2 Year	6 Month
Gator Bed Sprayers	2 Year	6 Month
PTO Sprayers **	2 Year **	6 Month **
Tractor Shovels **	2 Year **	6 Month **
Power Lift Kits **	2 Year **	6 Month **
Angling Kits	2 Year	6 Month
Grass Groomers	2 Year	6 Month
TerraGrip Rubber Tire Chains	1 Year	6 Month
MCS Dump From Seat	2 Year **	6 Month **
3.5 Bushel Grass Catcher	2 Year	6 Month
Gator Spreaders	1 Year	6 Month
** Electric Actuators and PTO Pumps are warranted for one year Residential and six months for Commercial **		



April 2020

Claim Form			
<input type="checkbox"/> Shipping Damage		<input type="checkbox"/> Warranty	
<input type="checkbox"/> Missing Parts/Shortages			
<input type="checkbox"/> Consumer	Business Name (If applicable)		
<input type="checkbox"/> Dealer	Dealership Name		
Contact Name:			
Address:			
City:		State:	Zip:
Phone: ()		Customer Date of Purchase:	
Email:		Serial Number (if applicable):	
Wholegood Item #:		PO/Order Number:	
Please Describe the Issue and what Troubleshooting methods have been used:			
Part Number	Quantity	Part Number	Quantity

For any questions or troubleshooting support please call 717-569-3359 then press 4 for Technical Support.
Please Email claim form to: support@superior-tech.com