

Warranty Claim Requirements

LOVOL Tractors:

1. Warranty Claim Form to be completed and submitted on our website

- Client Name, Email and Contact Number;
- Purchase Invoice Number;
- Tractor serial number and Engine serial number;
- Brief description of the problem area and what was happening when the problem occurred.

2. More information to be sent to our warranty department, E-mail: warranty@metrade.co.nz

- A photo of the tractor nameplate to show tractor serial number;
- A photo of the engine nameplate to show engine serial number;
- A photo of the hour meter to show the working hours;
- A photo to show the problem/faulty part's location on the tractor;
- Photos and/or Videos to clearly show the problem/faulty parts;
- A photo of the Supplier Code Identification on the Faulty parts – ***please refer to the Supplier Code Identification Guidance Manual attached;***
- A photo of the new replacement part once received, or a photo to show the problem has been fixed.

Implements:

1. Warranty Claim Form to be completed and submitted on our website

- Client Name, Email and Contact Number;
- Purchase Invoice Number;
- serial number;
- Brief description of the problem area and what was happening when the problem occurred.

3. More information to be sent to our warranty department, E-mail: warranty@metrade.co.nz

- A photo of the nameplate to show serial number;
- Photos and/or Videos to clearly show the problem/faulty parts.
- A photo of the new replacement part once received, or a photo to show the problem has been fixed.