

Warranty Policy for European Countries

The warranty for the machine will be null and void if any non-genuine Kelly part is used on the machine.

Subject to the dealer ensuring that the machine is in correct working order and setup, in accordance with the assembly and operating manuals, at the time of delivery to the purchaser, Kelly guarantees its products against faulty workmanship and materials for twelve (12) months from date of delivery.

Ground engaging tools are warranted against faulty material and workmanship for 20 000 hectares. Replaceable cutting disc blades are warranted against faulty materials and workmanship only. All other ground engaging tools carry a 20,000 hectare wear warranty.

Kelly offers an additional 12-month warranty to the dealer if the machine is registered within 2 months from the date of delivery. Machine registrations can be completed by the purchaser or dealer on the Kelly website or the Kelly supplied warranty registration form in the operator manual.

Kelly's warranty policy does not cover incorrect assembly after handover to the purchaser, misuse, modifications, damage during transit or product that has not been maintained as per the Kelly maintenance procedures outlined in the relevant product manual. Failure to properly maintain the machine or blatant misuse shall result in the warranty being null and void.

All warranty claims from the purchaser must be made through the dealer, who in turn, will make a reciprocal claim on Kelly. Kelly will reimburse the dealer for any claims it approves who, in turn, will reimburse the purchaser.

Kelly reserves the right to request written, photographic or video documentation of the actual defect or failure prior to any warranty authorisation. All warranty queries and requests for authorisation can be directed to warranty@kellytillage.com

Any warranty repair, service or modification to products must be performed by an authorised Kelly repairer and pre-approved by Kelly in writing prior to any work being carried out.

Kelly will issue an "Authorised Returns" notice for any faulty parts to be returned at the request of the company. Failure to do so on request may result in the claim being declined.

Any claim for warranty, labour or parts must be completed on the prescribed warranty claim form found on the Kelly website.

Warranty claims are to be lodged within 30 days of completion of work. If further information is requested on the claim from the Market Liaison Officer, you have 30 days to provide the information. If you fail to adhere with the above instructions, the warranty claim may be declined.

Upon completion and approval of this claim, the dealer will receive a credit to their account.

