

Warranty Claim Process

The Warranty Claim Form is located in the Kelly Portal Section on the Kelly website. Otherwise, a printed copy of KEFM277c Warranty Claim Form can be filled in manually. It is important that all sections of the form are completed before you submit your claim.

Before you begin your claim, you will need the following:

- The machine must be registered;
- To have read and understood our Warranty Policy;
- Photographs that clearly and accurately show the damage or issue being claimed for;
- Copies of any instructions provided by a Kelly staff member; and
- Copies of any applicable invoices to be claimed.

The more information you provide, the quicker we are able to complete the claim. Invoices submitted for payment will not be considered unless lodged with a completed Warranty Claim Form.

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 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.

