

Warranty Policy for European Countries

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

If the machine is setup correctly (in accordance with the assembly and operating manuals) at the time of delivery to the purchaser, then Kelly guarantees its products against faulty workmanship and materials for twelve (12) months from date of delivery.

Replaceable cutting disc blades are warrantied 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 by the end customer within 2 months from the date of delivery. Machine registrations can be completed by the purchaser 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, nor 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 an authorised dealer and Kelly reserves the right to request written, photographic or video documentation of the actual defect or failure prior to any warranty authorisation. All warranty repairs must be approved by Kelly prior to the commencement of any work.

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 by the authorised dealer 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 to 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.