

Warranty Policy North America

Kelly guarantees its products against faulty workmanship and materials for twelve (12) months from date of purchase. Disc Chain, Prickle Chain and Swivel Bearing units are considered to be wear items and it's reasonable to expect that these parts may need to be replaced over time. We do however guarantee the Swivel Bearing units for a period of twelve (12) months or 10,000 acres, whichever occurs first.

Ground engaging tools are warranted against faulty material and workmanship for 50 000 acres. Replaceable cutting disc blades are warranted against faulty materials and workmanship only. All other ground tools carry a 50 000-acre wear warranty.

Kelly is offering an additional 12-month warranty if the machine is registered within 2 months of purchasing the machine. Machine registrations can be completed by the customer or dealer on the Kelly website or by the warranty registration form in the operator manual.

Kelly's warranty policy does not cover 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.

The warranty for the machine will be voided immediately if any non-Kelly OEM (Kelly original equipment manufacturer) part is used on the machine.

Kelly reserves the right to request written, photographic, or video documentation 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 pre-approved by Kelly in writing and performed by an authorised Kelly dealer. If there are service parts needed this must be ordered through Kelly parts distribution and Kelly will issue a Returned Goods Authorization (RGA) for any faulty parts that are to be returned.

To ensure the continuity of warranty, related to any approved claims, it is expected that all warranty repair works are completed in a timely fashion, as specified by Kelly.

Any claim for warranty, labour or parts must be completed 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 apply with the above instructions the warranty claim will be declined and closed.

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

