



iDAIRY® FARM    iBEEF® FARM    iSHEEP® FARM

# TECHNIPHARM WARRANTY



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# TECHNIPHARM WARRANTY

## 1. What is a warranty?

A warranty is something which as a customer we want in order to have the security that the item we buy is well made and is going to stand up to its intended purpose. From a manufacturers/suppliers point of view we offer to give the client the confidence that we are serious about what we do and have to offer. Most warranties are 12 months, at TechniPharm some of our warranties are 2 years or more. (see specific sales information) Items which are not made "in-house" are often issued with a manufacturer's warranty in which case warranty terms and conditions may differ from those items made in-house by TechniPharm. It may also mean you will deal with the original manufacturer on specifics of the claim and in some cases their claim form may have to be filled out. Warranties may differ from product to product, depending on their intended use, source of origin and life expectancy. For instance, and many people do not realise this, there is no galvanizing plant in New Zealand or Australia willing to give any warranty on their end product yet we all assume it's guaranteed.

## Warranty policy

At TechniPharm we have a warranty policy which in our view reflects an honest and clear way in dealing with this issue up front and deals with all the realities of life. Why have we done this? We have had a good look at what is on offer in various industries in many cases we find that warranties depend on, you sending back a warranty card and in failing to do so forgo the warranty, or having to pay all freight to and from prior to the company in question even looking at the product. Then there are warranties which simply do not stack up, like one company we found to offer a 10 year warranty which includes wear and tear. No need to say that in year 9 every one will ask for a new product! We are not sure where that leaves the company but we suspect they will not last the distance. So for a warranty to last it has to be affordable and realistic and fair for both parties. We tell you up front how we will deal with this rather than argue about it later.

## Ownership

Total owner responsibilities are yours as soon as the product is delivered to your farm or business, this means that all legal responsibilities of looking after the equipment, maintaining it correctly according to instructions or guidelines, and instructing staff on how to use the equipment is the owners responsibility. Technipharm cannot accept any liability for anything which happens to equipment or 3rd Parties outside its own and direct control. If you have bought a TechniPharm product through a dealer or farm supply merchant, it pays to check their terms and conditions including additional warranty policies.

## 2. Cost and method of delivery

The pricing of all our products is calculated to be product cost ex store. We do not include in this any cost of, logistics, freight, packaging and or insurance. Why not? Freight costs can change just about daily and secondly there is no simple formula which would allow freight insurance and packing cost to be fairly distributed over a product without having some form of cross subsidization between products or destinations. We believe a client in Northland should not pay any freight contribution to a client which needs a product in Invercargill or visa versa. Hiding the cost of freight in the product means you have to depreciate this cost over the lifespan of the product. By having a separate invoice for the freight you have a fully deductible expense. The cost of freight on all products is invoiced at time of shipping and is only done at time of product invoicing if we know the exact rate or we agree on a rate separately. In some cases wait until we get the invoice from our freight forwarding providers and then know the exact rate we invoice you including the costs including where applicable, Insurance and Handling/ Packaging. Please also note all Freight companies now charge a recoverable fuel and other levies, which is an additional % of cost over and above the cost of freight; this % ranges from 5 to 25% and may fluctuate depending on incurred costs. At all times you have the option to organize collection or organize your preferred freight company to collect the item and charge you directly. You will however have to let us know that you will be doing this and we then advise you when the product is ready for collection and ask you to let us know when we can expect the freight people to collect the item. Small service parts and products sent via courier are normally exempt from this service.

## 3. In-Transit Insurance

TechniPharm is aware that many companies have no specific insurance for goods in transit, (it's one way of driving costs down) which means that in real terms the risk holder is not specified. The danger in this is that the risk may be all yours which means if the item(s) get damaged or lost it's at your cost. For lower cost items this may not be a big deal, but when it involves \$30,000 or \$100,000 or more it will be a huge loss. Technipharm does not want that risk unspecified, therefore we have a separate insurance cover for all goods in transit and to give our clients more choice we can include your goods in our policy at a rate of 1% of total sales value automatically. You may choose to arrange your own cover. No matter what freight insurance and packaging are additional costs to the product you have obtained and no matter which way one calculates it, this will always be passed on to the final user of the product. We believe that the fairest manner possible is to detail it separately as we have. We ask therefore that if you wish to arrange your own freight or insurance that you contact us immediately within 7 days of invoice or if we do not hear from you accept the charges that will be invoiced at a later date, if not notified prior to shipping.

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## 4. Service contracts and maintenance

Every warranty is subject to the client being able to submit a maintenance record, i.e. if a bearing on an irrigator or pump breaks down and in our opinion this is due to non greasing but you can not show us that it was greased every 3 months then we may at our discretion not warrant the product. Or if a set of scales is not working and we find that on arrival of the bars to our office they are full of mud we can safely assume they have never been cleaned. Or if a Cattle Handler shows a defect but it's clear that this defect has been "gradually" getting worse due to a total lack of maintenance or preventative maintenance we may compensate for that part which was defect to start with and not the whole item. Non use of recommended safety features: When we provide product protection safeguards or product user safeguards advice please follow it as it helps you to get the best out of your equipment!. I.e. A MilkChecker has a wrist strap to ensure that if the unit is kicked out of your hands it does not fly through the Dairy and break the casing or cause shock damage to the electronics. If a unit comes in for repair and it is obvious that this feature was not used then that is not a warranty issue but a user issue. Most importantly Read the instructions and do not tamper with things before you have contacted us. Instruction manuals are included with this document where applicable. If maintenance is not your strongest point, take out a service contract. For a set fee we will arrange a full and regular service, either on farm or at our workshop. There are different fees for different products, asking for this will save you a lot of worry and you have a full record of all maintenance issues. We provide you with a short report on what needs to be done by you i.e. clean ponds, fix wooden rails in yard, touch up damaged areas on handler, or other outside factors which have an impact on the use of the item you own. The benefit of this service is you do not have to think about maintenance, it will just be done! Payment is simple the agreed fee is paid by AP and any parts/materials used are charged separately

## 5. How to make a claim

We suggest that if you have a warranty issue, you deal with this as soon as you can and email, or post the warranty claim form to support@technipharm or PO box 959 Rotorua, the sooner we know the details the less inconvenience to you and the quicker we can deal with it. In this age of technology photos go a long way to record what is happening, so take some and send these also. I.e. we may recommend to you to take certain action to ensure the problem does not get worse. This is important as it will keep replacement cost or repair cost to a minimum and will ensure no other parts of operation or integrity will be affected.

## Parts and labour

Parts and malfunctioning not working, parts only and or labour only? Our warranty is parts only, or at our discretion that part or whole depending on how it would affect the balance of the item. I.e. if a bolt breaks on a Cattle Handler we may replace the bolt only, not the whole unit. If an electronic product fails to charge, we may replace the battery or charger only, not the whole item. Our warranty is limited labour, in most cases the labour involved in replacing a part is not charged out or only charged out to that part which is non warranty related, but if you ask us to come to the farm to re-attach the bolt which broke we may charge you labour and travel costs. Or if you ask us to come and help to unbolt an item, collect it and bring it to the factory we may charge you for this service.

**Where a product is to be returned for assessment and /or repair all freight and or cleaning costs related to that fall within the clients responsibility as does the return of the goods.**

## Roll overs

Like the majority of all western world companies we do not offer a roll over warranty. I.e. any warranty runs from the original day of purchase till the end of the original period under ownership of the original owner. So if an item is replaced or repaired you do not receive a new warranty, unless otherwise stated. I.e. We do offer some extended warranties on repairs where if the same item(s) breaks down due to the same reasons we will fix this at no cost. The exception to this rule is that if you upgrade and pay for the upgrade and receive a new unit you receive a new warranty.

## Product comparisons

Where a product design through innovation or new available technology has changed to the degree that the original items can not be replaced as a part or as a whole, we will offer the new equivalent minus the value of the original purchase cost. I.e. if you bought a weight scale and there is a model change between when you bought and when you claimed a warranty you will be offered the new model at the price current minus the price of what you paid at the time of purchase, minus any normal depreciation/wear and tear and or other cost incurred or agreed to.

## Performance criteria

Most of our equipment is strength/performance tested, this means we have records on how and what is involved before we reach breaking point. I.e. If an irrigator cable breaks we know for a fact that the cable has a breaking strain of 2000+ kilos and an irrigator at maximum pull with 150 meters of hose is only 800 KG. So if you break a cable and explain that for example this "just happened" questions are raised, as technically this is not possible unless someone put a kink in it and pulled it out with the tractor instead of holding it manually. This is then not a warranty issue but an user issue. Or if an effluent pump stops working and is blocked and we find that the last time the pond was stirred or emptied was 2 years ago then this is a user issue not a warranty issue. An electronic item which has been subject to a severe knock or fall can easily be affected by this, this is a user issue, not a warranty issue. We already calculate in our equipment a "Kiwi" "Aussie" use factor, i.e. whatever is required to do the job, we double the specs as most farmers will try to get 50% more out of any item than what it was designed for. Performance criteria also mean we can check if you

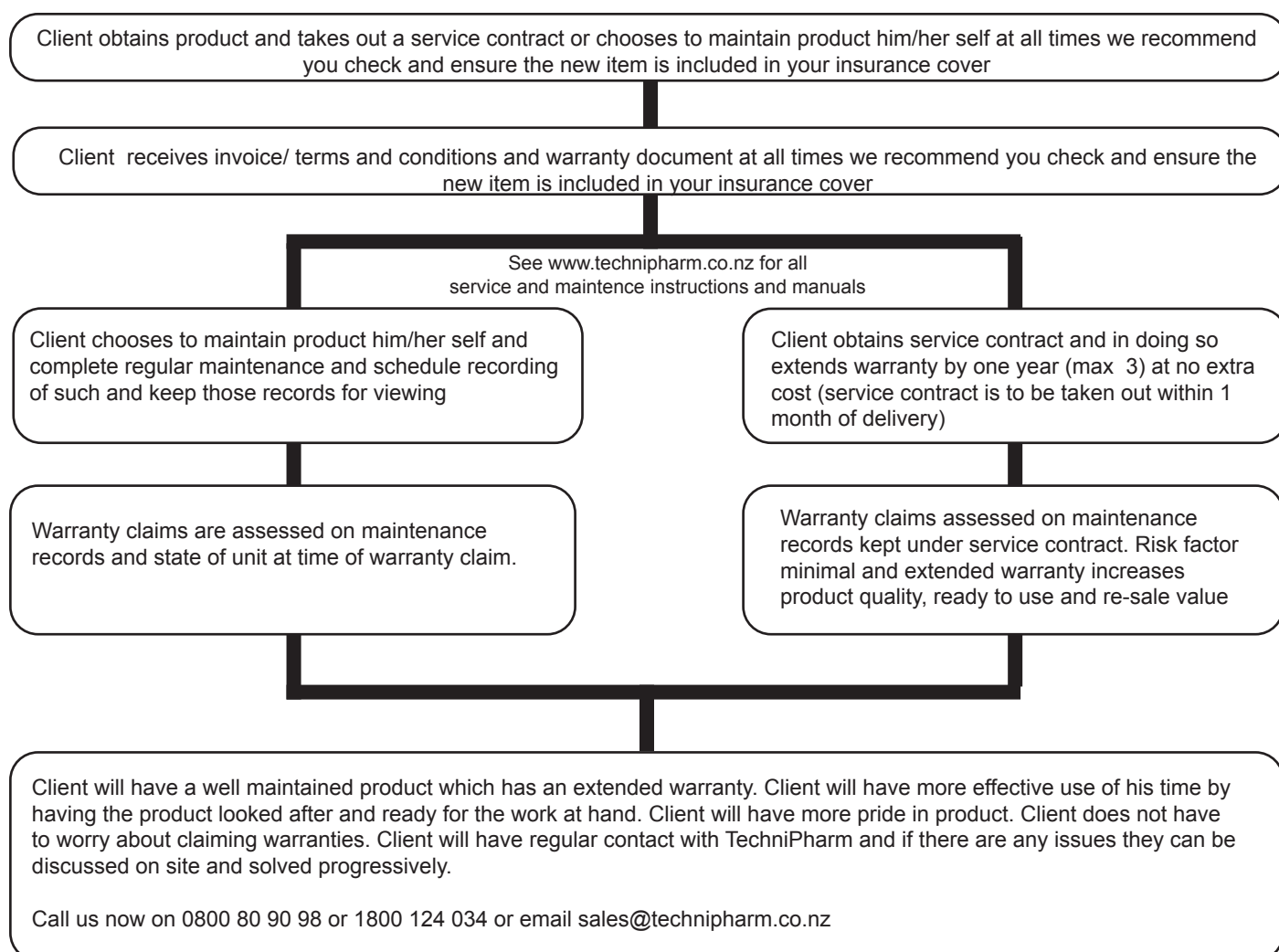
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have the right product for the right application. If you try to get away with buying a “mini”: but when in use aim to get supercharged turbo performance something will go bust. Saving a few dollars and having to upgrade later on or having extensive repair bills can be avoided by ensuring you buy the right product for the job! Not sure tell us now, it's much cheaper to upgrade before you use or receive the product.

## Dispatch criteria

Before an item is sent out it has to be passed through various quality control tests. Full quality control dispatch reports are kept on just about every item. Most have a double person checklist. So if you call us 6 weeks after you have received an item and tell us something is not working it can be checked what was done, by whom and when. If the item has the part missing on our list we will make sure we replace it, but if it's on the list and ticked off then it may have been lost in transit. It is your responsibility to CHECK the item on arrival and to check that all items listed on the dockets or invoice are there! and in good condition If not call, txt or email us straight away and make sure you take pictures of the damaged item.

## Warranty Extension and Maintenance Contracts



### TECHNIPHARM WARRANTY CLAIM FORM

Date of Purchase:.....

Product Description/ Serial Number:.....

Invoice Number:.....

Client Surname and Initials:.....

Farm or Trade Name:.....

Address:.....

Town and Area Code:.....

Telephone Number:.....

Cell phone Number:.....

Email Address:.....

Specific Details relating to claim:

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