



WARRANTY PROCEDURE

The following section is a step-by-step guideline for dealers to follow when filing a warranty claim. It is fully understood that the warranty must be approved by Blue Giant and that Blue Giant shall have the right to make the final decision on what is approved or denied.

It is our policy to review a warranty claim in a timely manner and to supply the dealer with a claim number. As such, the dealer is not authorized to deduct payment from outstanding account balances. Once the RGA is approved, a credit will be issued against the account reducing the balance of the Accounts Receivable. It is the dealer's responsibility to ensure that the claim is received in a timely manner.

In order to avoid unnecessary delays, please print information clearly and completely on the Warranty form and any supporting documents, otherwise the request will be rejected.

HOW TO FILE A WARRANTY CLAIM

STEP ONE

Fill out all sections on the Warranty Claim Form.

STEP TWO

Email a copy of the Warranty Claim Form to customersupport@bluegiant.com

STEP THREE

Wait until the Warranty Manager returns the form to you. If you send parts back to Blue Giant, include a copy of the warranty claim form but retain an additional copy for your records so you can provide the claim number when inquiring about the claim status.

STEP FOUR

When sending parts back to Blue Giant, all boxes must be clearly marked 'Attention: Warranty Department'. If the parts are not returned within 30 days from the date of the RGA, the claim will be cancelled and file closed. The dealer is required to prepay freight to ship parts back to Blue Giant. Please drain oil from any returned hydraulic components.

STEP FIVE

Blue Giant reserves the right to deny or limit credit for product or parts returned in condition other than authorized.

Please note that if the parts need to be sent to our supplier for NCR findings, it may take a couple of weeks. We appreciate your patience and will work hard to complete your warranty claim. Once we get a decision back from the supplier, Blue Giant will notify the dealer if the claim is approved or denied.

If approved, you will see a credit memo in the mail after a few days. If denied, dealer will be notified and asked if they want the parts returned to them. The dealer is responsible for paying freight to return the parts to them.

ISO9001 AND INTERNAL QUALITY POLICY

Blue Giant ISO9001:1994 registered (between 1996 and 1999) and implements an ongoing internal quality policy.