

Warranty Policy



Questions About a Warranty? *CALL US FIRST!*

You must contact Tink for warranty consideration. Failure to do so may void warranty. We like a “no surprises” approach when handling warranty claims. If a problem or failure occurs, please contact us immediately. Talking to one of our experts in the parts and services department will ensure that all parties know what to expect.

Tink’s Guarantee

Tink products are guaranteed against failure due to defective design, workmanship or materials for a period of 1 year or 2,000 hours, whichever comes first, from date of delivery to purchaser as validated by the **completed and returned warranty registration form**. If Tink Inc. finds, upon physical inspection of product or product components returned freight unpaid, and/or upon review of warranty claim including **photos** of alleged defects noting that warranted products are defective in design, material or workmanship, such products will be, at Tink’s option, replaced or repaired.

Authorization

All warranty work and returns must be authorized by Tink, Inc. prior to any work being performed or returns made. If the end user, dealer, or other entity performs work or makes a return without authorization he does so with the understanding that Tink, Inc. shall not be obligated for the costs of any such unauthorized expense or actions. The purchaser of any products covered by this warranty understands and agrees that the sole and exclusive remedy against Tink, Inc. shall be for the replacement or repair of defective products as provided herein. All allowances will be paid at dealer cost with no provi-

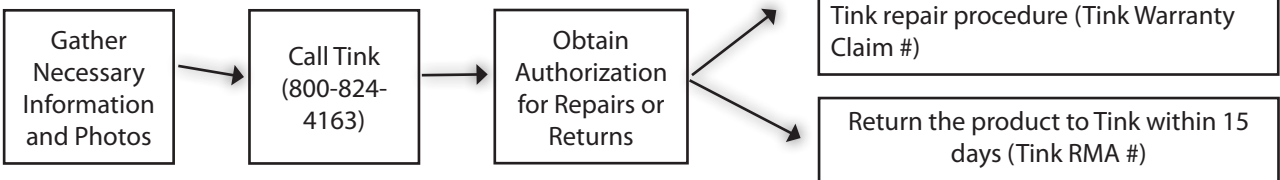
sions for overtime, mileage, freight charges, special services, downtime or loss of machine productivity. Dealer shop rate charges on approved repairs shall not exceed 70% of hourly rate.

Exclusions

Tink warranty is not extended or applied to:

- Failures, which in Tink’s judgement are the result of misuse, negligence, accidents, improper installation, or failure to perform regular maintenance.
- Products or component parts not manufactured by Tink. Such items are subject to OEM’s warranty, if any, of the respected manufacturer.
- Products improperly installed, maintained, or used not in accordance with all applicable Tink instructions.
- Products or components that are modified or changed in any way without written consent.
- Parts typically considered as wear items.
- Failure of product placed in an application for which it is not intended.
- Parts or product damage caused as a direct result of improper and/or untimely repair procedures.

If You Discover a Problem...



TINK, Inc. • 2361 Durham Dayton Highway • Durham, CA 95938 • www.tinkinc.com

CALL TOLL FREE 800-824-4163



Policy Procedure

Call Us

Upon discovery of a product or failure on a Tink product that is within the warranty period, please call the Tink Service Department immediately (800-824-4163). Please inform the Tink representative that you consider the problem/failure to be eligible for warranty. Be prepared to provide Tink with the following information:

- Serial Number of the Tink product (see page 12)
- Part number, date purchased, date installed and hours of use (number of hours on prime mover if applicable)
- Prime mover machine brand and model information, and machine serial number
- Description of specific component failure
- Clear, focused photos of problem area (see next page)
- End user comments pertaining to the failure

NOTE: Any warranty claims by the purchaser not submitted to Tink within 30 days following the date the failure was discovered, or by reasonable inspection should have been discovered, will not be covered by this warranty.

Repairs/Warranty

If a defective product or component can be repaired at your location or in the field, Tink will instruct you regarding the approved repair procedures and issue a warranty claim number authorizing you to make those repairs. Flat rate hours will be quoted by the Tink service department for any repair judged to require more than two hours to complete. If problems occur that were not originally addressed, Tink must be contacted to authorize any additional labor hours. Tink cannot be responsible for work performed without prior notification.

Upon completion of the repair the warranty claim must include:

- A completed Tink Warranty Claim Form accompanied by a copy of the dealers service ticket. Claim must include a detailed description of the failure.

- Itemized list of parts used (part number, description, unit cost, quantity)
- Itemized breakdown of labor hours claimed (operation performed and time)
- Photographs showing the areas of failure and general condition of the Tink product (see page 15)

Returns

A Return Merchandise Authorization (RMA) number will be issued if it is deemed necessary to return the defective product or component to Tink for repairs or warranty evaluation. All shipping documents must show this number.

If the repair requires Tink parts you must refer to the Tink Warranty Claim Number when ordering those parts. Each replacement part will be shipped with a RMA number tag authorizing you to return the defective parts to Tink. Place the RMA tag on the defective part and ship prepaid to Tink within 15 days. All shipping documents must show this number or the part will be returned to you freight collect.

NOTE: Made-To-Order Products cannot be returned. Products Authorized for Return by Tink, Inc. are subject to a restocking charge of 25% of net price. The product will be inspected at Tink and upon acceptance the appropriate credit will be issued. Under no circumstances will credit be issued for a used product. Failure to ship defective part(s) to Tink within 15 days for evaluation will result in the cancellation of the warranty claim.

Freight/Freight Estimates

Outbound Freight is F.O.B. Durham, CA unless otherwise specified in writing. Tink will arrange shipping for the least cost and fastest service. Rates provided by Tink are estimates and only guaranteed if Tink, Inc. invoices customers with approved credit status for the freight charges.

Inbound Freight marked with the appropriate RMA number will only be accepted if the freight has been prepaid unless otherwise specified in writing.

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Picture Taking Guide



Tink, Inc. is dedicated to the continuous improvement of our product. We thank you for submitting clear and accurate pictures of the defect or failure to assist in the evolution of future Tink buckets.

When submitting a request for warranty consideration, **Tink requires photos of the entire bucket as well as close-up photos of the problem area.** Please include the following pictures:



Serial Number



Right Profile with Cutting Edge



Subframe



Side View of Subframes and Hooks



Left Profile with Cutting Edge



Close Up of Cutting Edge



3/4 View of Bucket



Bottom of Cutting Edge



When taking overall photos, use the landscape setting of your camera.



When taking detailed photos of the problem area, use the macro setting.

Note: avoid using flash if possible.

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