



North America Warranty Policy

www.seedmaster.ca

**#1 South Plains Road West
Emerald Park, SK
S4L 1C6**

Warranty Procedure

The procedure for submitting a warranty claim is as follows:

1. Service/Warranty repairs must be completed, and machinery must be operational as quickly as possible.
2. Repairs must be completed using SeedMaster parts with valid SeedMaster part numbers, and all labor must be completed by SeedMaster authorized dealers / personnel.
3. Submit for warranty using the dealer invoice by e-mail to warranty@seedmaster.ca.

Warranty Claim Criteria

The following information must be documented on the invoice that is submitted to SeedMaster. All invoices MUST have the required information noted correctly and clearly:

- **Machine serial number**
- **Date of failure**
- **Detailed warranty claim description**
- **Required parts used detailing SeedMaster part numbers**
- **Pictures of failed components must be included with the original warranty invoice**
- **Hours of labor required for repair**
- **Dealer's service labor rates**
- **Date of repair completion**

Replacement part claims must include customer proof of purchase to initiate the claim.

Freight cost associated with replacement parts shall be covered by SeedMaster if it is clearly marked on the initial warranty claim. Warranty labor coverage for newly produced machines will be credited back at the posted labor rates of SeedMaster dealers.

Warranty Limitations

The claim will be processed within 30 days of receiving the warranty invoice. **Items being claimed are required to include a picture of the failed component.** SeedMaster reserves the right to request items to be returned for inspection with the warranty claim as listed in the Warranty RMA Parts below.

Warranty claims may be delayed or rejected if any of the required item pictures are missing / incomplete from the invoice submitted or any requested RMA parts have not been returned to SeedMaster.

Warranty claims requiring RMA parts for inspection will not be paid out until the RMA parts are returned and inspected.

Please review SeedMaster's warranty statement and limited warranty guidelines for coverages.

Warranty RMA Parts

SeedMaster may request the following parts to be returned for inspection after being replaced under factory warranty:

- Seed and fertilizer knives
- Hydraulic components
- Raven components
- Other electrical components
- Pneumatic components
- Metering components
- Packer tire and hub assemblies

In the event that the aforementioned RMA parts are requested for inspection, RMA numbers will be emailed with the list of parts to be returned. All packages MUST be clearly marked with the RMA number.

All warrantied parts should be available to the dealership to initiate a claim. If they are not required to be returned to SeedMaster as per the above list, or satisfactory pictures have been provided, the dealership must keep these parts for 60 days to ensure inspection is not required. SeedMaster reserves the right to inspect any warrantied parts for up to 60 days after the initial claim.

SeedMaster will pay for shipping of requested RMA parts to be returned for warranty inspection.

Warranty parts that are inspected and classified as operational and re-sellable will be returned to the dealer at their expense and not covered under SeedMaster warranty.

***Transport tires are warrantied through your local tire dealership.**

***SeedMaster is creating Standard Repair Times (SRT) for warranty part removal and reinstallation.**

***Additional Dealer responsibilities are included in the Warranty Statement. Dealers should review the statement and confirm they understand their specific obligations described therein.**

Please ensure that this procedure is forwarded to the necessary staff at your location for review. If you have any questions, please contact warranty@seedmaster.ca.