

LEDWELL

WARRANTY POLICY

Ledwell warranty assures the purchaser that should a defect in material or workmanship occur during the warranty period, Ledwell will assume specific repair responsibilities as listed in this warranty statement. Warranty period shall begin on the date the product is delivered to the customer and continue for one year from that date. The following guidelines should be followed when making repairs to Ledwell equipment whenever possible.

1. All Warranty Claims must be pre-approved prior to beginning of work by a Ledwell authorized warranty representative. A Control Number will be issued and must be included on all approved warranty repair invoices.
2. Reimbursement for parts used in warranty repairs will be credited only when the replacement parts are ordered from and returned to Ledwell & Son Enterprises.
3. All replacement parts sent to the customer will be billed to the customer. The warranty claim will be reviewed, and determination will be made as to its disposal. If approved, replacement parts cost will be credited to the customer.
4. When replacement parts are shipped from Ledwell, freight will be prepaid by Ledwell and will be shipped by the most economical means to arrive in the shortest possible time. Air, Next Day Air, Priority and other special shipments requested by the customer will be at the customer's expense.
5. Warranty labor reimbursement for labor expense to the customer will be paid at the most reasonable and customary rate. Repair times will be reviewed by Ledwell and may be adjusted to average repair times required by other shops to make similar repairs.
6. Reimbursements for repairs made by outside sources other than customer shops will be made for those services deemed necessary for the resolution of the warranty by Ledwell's warranty department. Outside repair invoices must have prior approval from Ledwell's warranty department.
7. In all cases, the most economical repair should be performed unless otherwise directed.
8. Those parts provided by Ledwell used in manufacture of the Ledwell finished product will be covered by our warranty.
9. Service bulletins will be issued when necessary to alert customer of special repairs and maintenance procedures.
10. Approved Claims will be paid in a timely manner.
11. Notice of denied claims will be sent along with a statement as to the reason for the denial within 30 days of receipt of said claim.

Not just well made, **LEDWELL MADE.**     

P.O. Box 1106, Texarkana, TX 75504 | 3300 Waco Street, Texarkana, TX 75501
ph: 903.838.6531 | fax: 903.831.2719 | ledwell.com | service@ledwell.com

