



WARRANTY POLICY AND PROCEDURE SOUCY TRACK SYSTEMS

Agricultural and Trail Grooming Applications
Soucy International inc



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SECTION 1

WARRANTY POLICY AND PROCEDURE – SOUCY TRACK SYSTEMS

NOTE

In case of doubt or differences of interpretation, the English version shall prevail over the translated text.

1.1 SCOPE

1. This warranty policy applies to the following products only: **Soucy Track Systems from Soucy International Inc.**

This document is a guide explaining the warranty's limited conditions for the agricultural track system and winter trail groomer. Please note that Soucy International Inc. retains the right to make a final decision regarding repair or replacement of parts.

1.2 COMMITMENT

- Soucy International Inc. guarantees that all its products will be free from any manufacturing or material defects for its track system kits and related accessories.
- Soucy International Inc. commits to cover the replacement costs of the product or parts that are defective for the entire duration of the warranty.
- All parts deemed defective, and which lead to a guarantee claim, must be inspected by a qualified representative or an authorized agent of Soucy International Inc. for the warranty to be approved. To facilitate inspection, Soucy International Inc. can demand that the defective part(s) be returned. In other circumstances, sharp and precise pictures clearly showing the problem may be required.
- Soucy International Inc. retains the right to replace a defective part/product with an updated version. These modifications will not in any case reduce the original product integrity.

1.3 WARRANTY PERIOD

- **New product - ORIGINAL Series for agricultural use:** the warranty period starting from the date of retail sale is twelve (12) months or a thousand (1,000) hours of operation, whichever comes first.
- **New product - S-TECH Series:** the warranty period starting from the date of retail sale is twenty-four (24) months or a thousand (1,000) hours of operation, whichever comes first.
- **Rubber tracks:** please refer to the "RUBBER TRACKS REPLACEMENT PROGRAM" section for more information.
- **Spare parts:** any spare part is warranted for a period of six (6) consecutive months starting from the date of retail sale.
- **Repackaged and/or refurbish product:** any product or part repackaged and/or repaired by Soucy International Inc. or one of its authorized agents during the original warranty period will continue to be warranted for the remaining period of that warranty.

1.4 EXCLUSION

- Normal wear on mobile parts other than failures caused by a manufacturing or material defect that has been correctly identified.
- Travelling expenses for the tracked vehicle, equipment and staff needed for repairs.
- Parts that were not manufactured or provided by Soucy International Inc.
- Shop supplies and repairs made by a third party, other than the agent authorized by Soucy International Inc.
- Use of the product in a field other than agriculture and winter trail grooming; except with the formal written consent of Soucy International Inc.
- Normal wear and tear of lugs due to prolonged use on roads and/or hard surfaces and/or abrasive surfaces are not deemed warrantable. Please refer to the Soucy Track Operation Manual for details.
- Damage caused by blunt objects (e.g., cut, partial tearing of rubber, etc.) that are not the result of a manufacturing or material defect.
- Damage resulting from negligence or from a mechanical failure of the tractor, as well as damage caused by an accident or the spilling of chemicals on the track.
- Damages seen as purely aesthetic that do not hinder the system performance or durability.

1.5 LIMITATIONS

NOTE

Soucy International Inc. cannot be held responsible in the following cases:

- For indirect, incidental, or consequential damages.
- For damage to a tractor or implement or equipment pieces designed and manufactured by a third-party manufacturer.
- For any loss of earnings, or loss of use of an equipment part, caused by a mechanical failure.
- When Soucy International Inc. is not informed by the client or authorized agent of any defect or failure within a reasonable time or during the warranty period; (please refer to the "TERMS" section for more information.)
- When failure was caused by an installation deemed inappropriate by Soucy International Inc.
- When product and/or part failure is the result of abuse, negligence or inadequate maintenance.
- When product was modified in any way without the implicit consent of Soucy International Inc. or one of its representatives.

1.6 TERMS

1. For the product to be eligible for the warranty, the product commissioning date must have been previously registered by the reseller with Soucy International Inc.
2. Only claims made by an agent authorized by Soucy International Inc. during the coverage period will be considered for warranty purposes.
3. The Claim Form of Soucy Track must be duly completed and handed in with a proof of purchase for the Soucy Track System.
4. Claims must be made within a reasonable time after repairs and no later than thirty (30) days after the warranty expired, otherwise claims will be automatically rejected.
5. Defective parts must be kept by the authorized agent of Soucy Track for a six (6) month period after the claim submission.

NOTICE

SHARP AND PRECISE PICTURES CLEARLY SHOWING THE SITUATION AND THE PROBLEM AT HAND CAN BE REQUIRED.

MOREOVER, SOUCY INTERNATIONAL INC. RETAINS THE RIGHT TO DEMAND THAT ANY DEFECTIVE PART BE RETURNED.

6. Any repair done by an authorized agent of Soucy Track will be subject to a reimbursement of labor costs under the following conditions:
 - a. Labor time allowed for repairs will be based on a time formula established by Soucy International inc.
 - b. Labor time will be reimbursed at the current hourly rate of the authorized agent of Soucy Track and subject to the approval of Soucy International.
 - c. Cost of part(s) will be reimbursed at the distributor or dealer price plus 15% to cover shipping and handling charges.
 - d. No additional shipping costs, other than those mentioned in Article 6(c), will be reimbursed for shipping of part(s).

SECTION 2

REPLACEMENT PROGRAM FOR RUBBER TRACKS

2.1 AGRICULTURAL TRACK

- Rubber tracks from Soucy International Inc. benefit from a prorated replacement warranty program.
- Soucy rubber track used for agricultural and winter-trail grooming purposes: prorated replacement coverage of up to twenty-four (24) months or two thousand (2000) hours of operation, whichever comes first, based on the end user purchase date

ALL SOUCY TRACK PRODUCT LINES				
Agricultural and winter-trail grooming uses 24 months/2,000 hours, whichever comes first				
Period of use from the first application	0 to 1000 hours	1001 to 1500 hours	1501 to 2000 hours	> 2000 hours
0 to 12 months	0	40%	70%	100%
13 to 24 months	40%	60%	80%	100%
% Paid by the customer based on the suggested retail price				

2.2 ELIGIBILITY

- To be eligible for the warranty program:
 - The customer must complete the "rubber track failure or defect Analysis Report" and submit it to Customer Service department for analysis and approval. This should be accompanied by pictures clearly showing the nature of failure or defect.
 - The warranty only covers the tracks that have become unusable due to defects in material or manufacturing as recognized by Soucy in the evaluation of the failure or defect analysis report.
 - A minimum thickness of 45% of the initial thickness must remain on the thread height. See below for thread measurement method.
 - Without proof of purchase, the official date used for the warranty coverage will be the production date.
- Soucy International Inc. reserves the right to reject any claim considered incomplete.

2.3 OWNER COMMITMENT

- Installation fees.
- Undercarriage components well maintained and regularly adjusted.
- Notify case of defect within the warranty period and provide proof of purchase and documents required for the claim.

2.4 WARRANTY PERIOD FOLLOWING THE REPLACEMENT

Rubber track replaced during the warranty period affected by a defect of manufacture will extend as follows:

- when the customer pays less than 50% of the cost of the track, the warranty period is limited to the remainder of the original warranty period.
- when the customer pays 50% or more of the cost of the track, the full warranty will apply.

2.5 OTHER CONDITIONS

- Warranty track must be purchased within 90 days of approval of the claim.
- The manufacturer reserves the right to claim the track for a period of three months to conduct product improvement verifications.
- The manufacturer reserves the right to cancel in part or in whole the warranty if evidence of non-compliance is determined.

Method to measure the height of the tread:

- a. Place the rubber track into a position so that the tread is straight and flat.
- b. Use a straight edge and a tape measure, measure the height of the thread remaining in each raceway of tracks (the straight edge parallel to the flange of the track and centered on the thinnest point is the center of the wheels).
- c. Repeat the measurement at 3 locations along the length of the track. Record each of the dimensions on a sketch of the track.



RESOURCES

When one or more parts have defects that are covered by the warranty, please contact Customer Service at Soucy International Inc. to get any assistance you may require for your claim to be processed properly.

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