

We already calculate in our equipment a “Kiwi” “Aussie” use factor, i.e. whatever is required to do the job, we double the specs as most farmers will try to get 50% more out of any item than what it was designed for.

Performance criteria also mean we can check if you have the right product for the right application. If you try to get away with buying a mini but than aim to get supercharged turbo performance something will go bust. Saving a few dollars and having to upgrade later on or having extensive repair bills can be avoided by ensuring you buy the right product for the job! Not sure tell us now, it's much cheaper to upgrade before you use or receive the product.

Service contract

If maintenance is not your strongest point, take out a service contract, for a set fee we will arrange a full and regular service, either on farm or at our workshop. There are different fees for different products, ask for this it will save you a lot of worry and you have a full record of all maintenance issues. We provide you with a small report on what needs to be done by you. I.e. clean ponds, fix wooden rails in yard, touch up damaged area on handler, or other outside factors which have an impact on the use of the item you own. The beauty of this service is you do not have to think about maintenance, it will just be done! Payment is simple a set fee is paid by AP and any parts/materials used are charged separately

Dispatch criteria

Before an item is sent out it has to be passed through various quality control tests. Full quality control dispatch reports are kept on just about every item. Most have a double person checklist. So if you call us 6 weeks after you have received an item and tell us something is not working it can be checked what was done, by whom and when. If the item has the part missing on our list we will make sure we replace it, but if it's on the list and ticked off than it may have been lost in transit. It is your responsibility to CHECK the item on arrival and to check that all items listed on the docket or invoice is there! And in good condition If not call us straight away, not 6 weeks later

How do we approach this?

Warranties can be a real “pain” to deal with, for you as the client and for us as the supplier/manufacture. Sometimes people try to claim things under warranty which they know very well they broke themselves or they did something wrong when installing. This can easily lead to frustrations. In order to avoid this it's much better to front up and tell the facts and claim on your farm insurance (many equipment accidents are covered by your farm insurance) We simply send you a new unit and the insurance company pays for the damage.

We aim for you to have the very best of equipment and systems however no matter how good an item is there can always be the odd slip up. This could simply be a part or service which we receive from a third party supplier which has changed specifications but no one has advised us. We want to be fair and want to work with you as a team. If we do this than we can progress forward. If parties “dig” in and stick to their point of view than often it results in two losers. We want you and us to be winners all the way that is why we spell out the rules now, not later.

We expect you to be fair too and if you feel you have a problem with any issue let us know talk about this now not after it's happened.

We expect you to have a long term use and benefit from our products, they are made to last long and serve you well, however they will not stay new and they do need looking after, just like your car, it's needs some TLC to keep it rolling.

TechniPharm Group of Companies

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What is a warranty?

A warranty is something which as a customer we want in order to have the security that the item we buy is well made and is going to stand up to its intended purpose.

From a manufacturers/suppliers point of view it's what we offer to give the client the confidence that we are serious about what we do and have to offer. Most warranties are 12 months, but at TechniPharm many of our warranties are 2 years or more.

Items which are not made "in-house" are often issued with a manufacturer's warranty in which case warranty terms and conditions may differ from that to items made in house by Technipharm. It may also mean you will deal with the original manufacturer on specifics of the claim and in some cases a claim form may have to be filled out.

Warranties may differ from product to product, depending on their intended use, source of origin and life expectancy. For instance and many people do not realise this, there is no galvanizing plant in New Zealand or Australia willing to give any warranty on their end products.

Warranty policy

At TechniPharm we have a warranty policy which in our view reflects an honest and clear way in dealing with this issue up front and deals with all the realities of life.

Why have we done this? We have had a good look at what is on offer in various industries in many cases we find that warranties depend on, you sending back a warranty card and in failing to do so forgo the warranty, or having to pay all freight to and from prior to the company in question even looking at the product. Then there are warranties which simply do not stack up, like one company we found to offer a 10 year warranty which includes wear and tear. No need to say that in year 9 every one will ask for a new product! I am not sure where that will leave the company but we suspect they will not last the distance. So for a warranty to last it has to be affordable and realistic and fair for both parties. We tell you up front how we will deal with this rather than argue about it later.

Ownership

1) Total owner responsibilities are yours as soon as the product is delivered to your farm, this means that all legal responsibilities of looking after the equipment, maintaining it correctly and according to instructions or guidelines and instructing staff on how to use the equipment is the owners responsibility. Technipharm does not accept any liability for anything which happens to equipment or people outside its own and direct control.

Freight/post/insurance

2) All warranties are subject to the item being returned to TechniPharm or its licensed manufacturer. The cost of this is borne by the owner. The cost or part of the cost of returning the item is ours. I.e. if an item has a part service cost and part warranty cost, that part which is service related will be invoiced. Unless you take out an extended or extended service warranty then this is the norm with most warranties including, cars, house appliances, tractors and so on.

Maintenance/correct use

3) Every warranty is subject to the client being able to submit a maintenance record, i.e. if a bearing on an irrigator or pump breaks down and in our opinion this is due to non greasing but you can not show us that it was greased every 3 months then we may at our discretion not warrant the product. Or if a set of scales is not working and we find that on arrival of the bars they are full of mud we can safely assume they have never been cleaned. Or if a Cattle Handler shows a defect but it's clear that this defect has been "gradually" getting worse due to a total lack of maintenance or preventative maintenance we may compensate for that part which was defect to start with and not the whole item.



Non use of recommended safety features

When we provide product protection safeguards or product user safeguards advice please follow it as it helps you to get the best out of your equipment!. I.e. A MilkChecker has a **wrist strap** to ensure that if the unit is kicked out of your hands it does not fly through the Dairy and break the casing or cause shock damage to the electronics. If a unit comes in for repair and it is obvious that this feature was not used then that is **not a warranty issue** but a user issue. Most importantly Read the instructions and do not tamper with things before you have contacted us.

Time

4) We suggest that if you have a warranty issue, you deal with this as soon as you can and email, fax or mail us with a letter, letting us know what the problem is. The sooner we know the less inconvenience to you and the quicker we can deal with it.

In this age of technology some photos go a long way to record what is happening, so take some and send these also. I.e. we may recommend to you to take certain action ensuring the problem does not get worse, this is important as it will keep replacement cost or repair cost to a minimum and will ensure no other parts of operation or integrity will be affected.

Parts and labour

5) Parts and malfunctioning not working parts only and or labour only?

Our warranty is parts only, or at our discretion that part or whole depending on how it would affect the balance of the item. I.e. if a bolt breaks on a Cattle Handler we may replace the bolt only, not the whole unit. If a Pasture gauge fails to charge, we may replace the battery or charger only not the whole item.

Our warranty is limited labour, in most cases the labour involved in replacing a part is not charged out or only charged out to that part which is non warranty related, but if you ask us to come to the farm to re-attach the bolt which broke we may charge you labour and travel cost. Or if you ask us to come and help to unbolt an item, collect it and bring it to the factory we may charge you for this service.

Roll overs

Like the majority of all western world companies we do not offer a roll over warranty. I.e. any warranty runs from original day of purchase till the end of the original period.

So if an item is replaced or repaired you do not receive a new warranty, unless otherwise stated. I.e. we do offer some extended warranties on repairs where if the same item(s) breaks down due to the same reasons we will fix this at no cost. The exception to this rule is that if you upgrade and pay for the upgrade and receive a new unit you receive a new warranty.

Product comparisons

Where a product design through innovation or new available technology has changed to the degree that the original items can not be replaced as a part or as a whole, we will offer the new equivalent minus the value of the original purchase cost. I.e. if you bought a weigh scale and there is a model change between when you bought and when you claimed a warranty you will be offered the new model at the price current minus the price of what you paid at the time of purchase, minus any normal depreciation/wear and tear and or other cost incurred or agreed to.

Performance criteria

Most of our equipment is strength/performance tested, this means we have records on how and what is involved before we reach breaking point. I.e. if an irrigator cable breaks we know for a fact that the cable has a breaking strain of 2000+ kilos and an irrigator at maximum pull with 150 meters of hose is only 800 KG. So if you break a cable and explain that for example this "just happened" questions are raised, as technically this is not possible unless some one put a kink in it and pulled it out with the tractor instead of holding it manually. This is then no longer a warranty issue but a user issue. Or if an effluent pump stops working and is blocked and we find that the last time the pond was stirred or emptied was 2 years ago then this is a user issue not a warranty issue.

