



WARRANTY POLICY

Our Warranty Policy is simple: if it fails within the warranty period we'll fix it without question.

We do of course reserve the right to charge for repairs or replacements in the event that subsequent investigation shows that the failure was not due to faulty materials or workmanship; if in other words, the failure was due to lack of maintenance, overload, accidental damage, abuse, normal wear and tear, or any other factors beyond our control.

This policy is designed to keep your plant running with the minimum of disruption. All failures are reported through our Technical Services Department, who will carry out any metallurgical tests or investigations as necessary. Where changes are considered necessary, these are implemented through our Corrective Action system. The results of failure investigations will be made available on request.

New Parts Warranty

Geographe provides a warranty to our valued customers, ensuring that any new part purchased from us is free from defects in material and workmanship for a period of twelve (12) months from the date of delivery to the Purchaser. This warranty is subject to the terms and conditions outlined in the Geographe ['Standard Terms and Conditions of Sale'](#).

Repaired Parts Warranty

The warranty period for repaired items used in surface earthmoving applications is normally six (6) months from the date of delivery to the Purchaser. If however, we are requested to carry out a repair which we consider will not achieve this level of performance, we will ask the customer's representative to sign a Repair Concession Authority. Under such conditions, the normal warranty does not apply.

The warranty period for repaired items used in underground applications is three (3) months from time of delivery to the Purchaser.

Normal wear and tear, lack of maintenance, overload, accidental damage and abuse are excluded. Short-life items are warranted for their normal service life only.

Geographe warranty shall be limited to faulty workmanship and replacement of only those parts that have been replaced with new unused parts during the repair or rebuild. No other costs claims, suits or damages whether direct or indirect shall be considered or accepted by Geographe.

We reserve the right, in all cases, to replace or repair defective items, at our discretion.

Prototype and Custom Designed Parts Warranty

Geographe warranty shall be limited to faulty workmanship unless failed product is deemed by a Geographe representative to be as a result of inadequate or inappropriate customer provided working designs. Warranty terms may be arranged for future iterations of a prototyped product, however, life expectancy must be formally benchmarked and figures agreed between Geographe and the customer.

Geographe warrants in house design solutions based on complete working information being supplied. In the event that critical information is found to be incomplete or inaccurate, any warranty shall be null and void. In order to warrant, Geographe will stipulate required lubrication and maintenance on designed equipment which must be adhered to. Any deviation from a specified maintenance plan will void warranty.

If clarification is required regarding Geographe's Warranty Policy, please contact our HSEQ Department.

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