

OUR BUSINESS PROCEDURES

MERCHANDISE RETURNS

Prior to returning parts to MyTractor for any reason, you must contact our sales department at (877) 298-3210 or (905) 576-3789 and obtain a Return Goods Authorization (RGA) number. The return must be sent freight prepaid, with the RGA number clearly marked on the outside of the package to our Rock Valley, Iowa warehouse. In Canada, all returns are to be sent to our Woodstock, Ontario warehouse. Return parts will be subject to a 15% restocking charge. Banded and L&M ribbed belts have a 30% restock charge. The MyTractor packing list or invoice must be included. Items being returned must be in new and saleable condition and purchased from MyTractor within the preceding twelve months.

MyTractor - 1020 22nd Ave. - Rock Valley, IA 51247, MyTractor - 1150 Ridgeway RD - Woodstock, Ontario ON N4V 1E3

WARRANTY

MyTractor warranties most items distributed by them to be free from defects in material and workmanship for a period of one year from date of purchase. MyTractor reserves the right to inspect any item prior to granting warranty. We pledge our support in obtaining settlement of reasonable and justifiable claims. MyTractor will not assume any responsibility for loss of time, labor, or crop for any warranted parts. Pistons, rings or liners ordered without the overhaul kit are not warranted since we cannot be assured of the quality of your other components.

Items not covered by MyTractors standard one-year warranty:

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| Special Order Items | No Warranty |
| Hydraulic TA | 5 Years |
| Regular Duty TA | 3 Years |
| Mechanical TA | 6 Months |
| Remanufactured IH Hydraulic Pumps (303141764-R, 303148831-R, AL75305-R, 1346425C1, 1263450C92) | 90 Days |
| Remanufactured JD Hydraulic Pumps | 6 Months |
| Rebuilt Injectors | 90 Days |
| New Injectors | 6 Months |
| PTO Adapters that reduce to smaller shaft (PA16, PA17, PA19, PA20, PA21, PA22, PA23) | No Warranty |

DAMAGED SHIPMENTS & SHORTAGES ON TRUCK FREIGHT & UPS

On all freight shipments ownership passes from us to you upon leaving our dock. The bill of lading is an acknowledgment by the transportation company of the receipt in GOOD CONDITION of the shipment. Any damage or shortages cannot be considered our responsibility. It is important that upon receipt of all shipments that you check for damage or shortages and if such are in evidence have the driver record and sign for these on both copies of the freight bill. After this you should promptly file a freight claim for the damage or shortage with the carrier. Do not destroy packing until inspection has been made by the carrier or his agent.