

Ready Mixer

Warranty & Service Policy

Effective Date: September 9, 2023

1. Warranty Coverage

Subject to the terms and conditions outlined below, READY MIXER (hereinafter referred to as "READY MIXER") provides a warranty for its equipment against defects in material and factory workmanship to the original owner. This warranty is valid for a period of twelve months from the date of shipment from READY MIXER's facility, unless an extended warranty program has been purchased.

2. Limited Warranty Terms and Conditions

- This warranty exclusively covers defects in original equipment manufactured by READY MIXER and requires inspection and analysis by READY MIXER to confirm the nature and cause of the failure.
- Warranty replacement parts will be delivered only to the original equipment delivery location.
- Defective components, both mechanical and electrical, will be repaired or replaced free of charge to the original owner within ninety (90) days from the date of shipment. After this initial period, defects in components manufactured by READY MIXER will be repaired or replaced under the following conditions:
 - 1) The equipment owner agrees to pay for service technician travel expenses from the authorized READY MIXER distributor.
 - 2) The faulty components are returned to READY MIXER's facility, freight prepaid, with pre-authorization from READY MIXER.
- Components purchased, but not manufactured, by Ready Mixer are subject to the manufacturer's warranty.
- READY MIXER's warranty covers repair, replacement, or credit for its own manufactured equipment or parts only and does not include labor, material, freight, or service charges for equipment removal.
- READY MIXER is not liable for losses, injuries, or damages to persons or property resulting from the installation, use, or failure of READY MIXER products.

3. Product Improvements

READY MIXER reserves the right to make improvements to its products in material and design without prior notice. These improvements may not be retroactively applied to previously manufactured equipment.

4. Warranty Transfer

The READY MIXER warranty is limited to the initial customer and the original delivery location. It does not extend to secondary owners in the event of resale or redistribution. This warranty does not cover expenses, whether direct or consequential, arising from the use or inability to use these products.

5. Conditions Voiding Warranty

This warranty shall not apply to equipment that:

1. Has undergone repairs or modifications not authorized in writing by READY MIXER.
2. Has been subjected to misuse, negligent handling, improper maintenance, improper installation, accidents, damage by fire, water, submersion, or acts of God.
3. Has been installed by anyone other than an authorized factory representative.
4. Has had serial numbers altered or removed.
5. Is related to normal wear items, natural wear and tear, or natural fading of paint, coatings, and weather-related degradation of rubber parts.
6. This limited warranty does not cover products still under warranty by their original manufacturer.

6. Freight Carrier Damage

Claims for equipment damaged in transit must be directed to the freight carrier. Visible damage should be reported immediately, and concealed damage should be reported within fifteen (15) days of receipt of the shipment, in accordance with freight carrier regulations.

7. Exclusion of Other Warranties

This warranty statement constitutes the entire extent of our liability for any warranty breach or deficiency related to the sale or use of the product. We are not liable for consequential damages, including, but not limited to, loss of profit, delays, or expenses, whether based on tort or contract.

For warranty service or questions, please contact:

READY MIXER

3327 US-60, Huntington, WV 25705

Phone: [\(800\) 770-3956](tel:8007703956)

Email: sales@readymixer.com

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Return Procedures for Warranty Coverage

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1. Contact the Ready Mixer parts department to initiate a possible warranty claim.
2. Collaborate with a Ready Mixer representative to identify the required parts for equipment repair.
3. Ready Mixer will create a Sales Order with a note indicating a possible warranty claim for the identified parts.
4. Ready Mixer will ship the parts to the customer, who will be billed for the parts and standard shipping charges based on their credit terms. A Return Merchandise Authorization (RMA) form for the defective parts will accompany the replacement parts. Additional shipping charges beyond standard ground rates in the US are the customer's responsibility.
5. The customer must return the parts in question to Ready Mixer at their cost within 30 days of receiving the replacement parts. The RMA provided by Ready Mixer must be included with the returned parts. No warranty coverage will be provided for parts returned after 30 days.
6. Ready Mixer will assess whether the failed part is covered by the warranty. If Ready Mixer is not the original equipment manufacturer, they will collaborate with the OEM of the part to determine warranty coverage.
7. If the defective part is covered by warranty, Ready Mixer will issue a credit to the customer for the purchase amount of the part and the ground freight charges incurred for shipping the replacement part to the customer. Ready Mixer will not cover the cost incurred by the customer to return the defective part to Ready Mixer.