

# DK2 WARRIOR OEM WARRANTY PROGRAM

**THE CONFIDENCE IN OUR PRODUCT MEANS WE CAN OFFER THE MOST COMPREHENSIVE WARRANTY AVAILABLE ON THE MARKET TODAY.**

We at Warrior understand the importance of warranty for service & repair, we are now offering a standard 1 year warranty on all of our Industrial grade winches. An Industrial winch is deemed as such:

- Any winch regardless of capacity that is used in a commercial setting for the purposes of receiving monetary compensation or earning a livelihood
- Any winch regardless of capacity that is fastened to a commercial trailer or towing vehicle

We still have the option for Product Registration for customers who still would like to use the website and to keep in touch with us. Please read the full warranty below for any exclusions that may apply.

## **WARRANTY FOR WARRIOR WINCHES**

DK2 Warrior Winches are the sole North American distributors of WARRIOR WINCHES.

- DK2 Warrior Winches warrants to the original retail buyer for Commercial & Industrial use only that any mechanical component of a genuine WARRIOR WINCH is free of mechanical defects for a period of 1 year.

The Warranty **DOES NOT** cover the cost of transportation / shipping charges to and from a place of work or residence, labour (Outside 1 Year), replacement or installation of defective parts. If a product is deemed unusable and needs to be replaced, we don't offer a new winch for old policy and the item will be replaced with a similar specification & age to the one that was submitted for repair.

Any product DK2 Warrior Winch determines to be defective will be repaired or replaced at DK2 Warrior Winch sole discretion without charge to the Buyer upon Buyer's compliance with this procedure. The Seller or its Authorized Agent may make reasonable charges for parts and for labour for repairs not covered by this 1-year warranty. The warranties set forth herein are exclusive and in lieu of all other warranties, whether oral, written, expressed or implied.

## **WARRANTY EXCLUSIONS**

This warranty excludes:

- Cosmetic defects such as paint, decals, etc.,
- Worn parts including steel/synthetic ropes
- Any Accessory part including roller fairleads, hooks, mounting plates, transmitter, wireless remotes, contactor/solenoids as well as isolation switches
- Failures due to acts of God and other force major events beyond the manufacturer's control
- Problems caused by parts that are not original WARRIOR WINCH parts
- Alteration or modification(s) made by any party other than the manufacturer.
- Any electrical cables & wireless remote systems outside of 30 days.
- Any third party equipment
- Batteries

DK2 Warrior Winches shall not be responsible or liable for any indirect or consequential damages. These consequential damages may include, but are not limited to, lost profits or loss of use and down time.

To obtain service under this warranty, the Buyer shall mail, ship or otherwise deliver to the original Seller of the winch, at the Buyers expense; **(1)** a photograph(s)/video of the issue with the winch **(2)** a written description of the problem, **(3)** Buyers name, address and contact number, **(4)** copy of the original purchase receipt.

This warranty does not apply to defects of the Product caused by; **(1)** normal wear and tear, **(2)** failure to comply with any installation or maintenance instructions provided by the Seller, including but not limited to subjecting the Product to loads in excess of the loads listed in any instructions, Owners Manual or as detailed upon the Sellers website, **(3)** alteration or modification by any parties other than the Seller, **(4)** misuse, abuse, neglect, accidents, Acts of God, terrorism or **(5)** other causes beyond the control of the Seller after delivery of the Product to the Sellers Authorized Agent.

DK2 Warrior Winch reserves the right to change the Product design without notice. DK2 Warrior Winch reserves the right to replace any part or whole unit with a newer design of the same function.