

January 13, 2022

Auto Crane is continually working to improve our products and those from our suppliers. The ability to analyze defective parts is vital to this process so suppliers and our technicians can evaluate failures and implement solutions to prevent them in future designs.

Return of failed parts has been required by the Auto Crane warranty policy for many years, but we have found that some dealers and customers often do not return these parts. This hampers our efforts to improve the product for our customers.

Unless specifically approved by the Auto Crane Quality Leader, it is the expectation that return of the part is deemed necessary by Auto Crane and credit will be withheld until the part is received.

The Warranty Request form instructs Dealers to return faulty parts within 30 days of the repair. In most instances, the end user is responsible for return freight on the failed part (please ship them via the customer's lowest cost option).

Effective immediately, warranty credits will be issued upon receipt of the faulty part(s). In the case of "no charge parts" sent in lieu of a part credit, the cost of the parts sent in good faith will be charged to the Dealer if the faulty part(s) are not returned within 30 days of them being shipped. If the Dealer is charged for non-return, an offsetting credit will be issued once the faulty parts are received at Auto Crane.

Thank you for your continued business. If there is any question regarding extenuating circumstances, please reach out to the Auto Crane Quality Staff:

- Dave Sudweeks, Quality Leader, davidsudweeks@ramseyindustries.com
- Holly Bengel, Quality Administrator, hollybengel@ramseyindustries.com

Respectfully,

Brian Welborn
Product Manager
Auto Crane