



Warranty Claim Procedures

All Barreto manufactured parts and hydraulic components are covered under the Barreto Warranty. A copy of the **Barreto Manufacturing Inc. Equipment Warranty** is provided in the manual for each machine.

If you think you have a situation with a Barreto product that may be covered under warranty please Follow the Procedures Below:

(Before calling Barreto Manufacturing be sure to have the **Model Number** of the machine, the **Serial Number**, and the **Purchase Date** available.)

1. Call Barreto (800 525-7348) and ask for help with a warranty issue.
2. Describe the symptoms of the breakdown, failure, or malfunction. (Please remember you must call Honda, Briggs & Stratton, or Robin for any engine related issues.)
3. Barreto will try to determine at first contact whether the problem is covered under warranty. If there is any doubt, you may be asked to return related parts to the factory for inspection. (Any time the problem involves a hydraulic pump or hydraulic motor, you will be required to return the hydraulic component to the factory. A call tag will be provided.)
4. Barreto will assist in determining what parts are needed to make the repairs.
5. Barreto will supply parts at no charge. A Warranty Claim Form will be provided with the parts. (If the circumstances of a breakdown require obtaining parts from a source other than Barreto, receipts and an explanation must be supplied.)
6. Make the necessary repairs then fill out and return the claim form to Barreto.
7. Upon approval of the claim Barreto will either apply a credit to your account or send a check in the amount of the claim in compliance with your preference.

Exemptions – Not covered under warranty:

- Travel time or mileage for pickup and delivery
- Lost income for down time
- Engine related problems
- Breakdowns caused by neglect, poor maintenance or other abuse
- Wear parts such as tiller tines, sprockets, trencher teeth, rollers, bearing, etc. unless it can be determined a defect has contributed to premature wear

Disclaimers:

Barreto retains the right to determine reasonable time for repairs to be made. Labor is reimbursed at “shop cost” not “shop rate.” Average compensated shop cost is \$45.00 per hour. Barreto also retains the right to inspect any part or component to determine if abuse may have contributed to the failure.



WARRANTY CLAIM FORM



Customer: _____

Street: _____

City: _____ State: _____ Zip: _____

Phone: () _____

Product (Model #) _____ * Serial Number: _____

Purchased From: _____ * Date Purchased: _____

Please list any replacement parts purchased for the repair. * Please enclose receipts.

Qty	Part #	Description	Part Cost

(Please attache list if more space is required.)

How much time, in hours, was required to make the repair? Hr.

Briefly describe circumstances leading to warranty repair:

* SERIAL NUMBERS, PURCHASE DATE, AND RECEIPTS MUST BE PROVIDED FOR WARRANTY TO BE HONORED.

Submitted by:

Name: _____ Title: _____ Date: / /

MAIL TO: **BARRETO MANUFACTURING, INC.**
 66498 HWY 203
 LA GRANDE, OR 97850
 (800) 525-7348