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TSE International Inc. Warranty Policy

In the event that a TSE International Inc. product requires warranty work the following standards and procedures must be followed to ensure prompt reimbursement;

1. Contact the TSE International Inc. service department to discuss problem and obtain a warranty claim number. Claim numbers will remain valid for 30 days allowing for sufficient time for submission to TSE. Warranties claimed without a valid claim number may be denied.
2. Please retain any defective parts for a period of 60 days. TSE reserves the right to inspect and/or evaluate any parts submitted for warranty consideration. Should TSE elect to inspect the parts, a RGA (Return Goods Authorization) number will be issued and the parts are to be returned prepaid to TSE. Items not returned within 30 days will result in the RGA closure and may result in a denial of the claim.
3. Warranty submission must be on the standard TSE International Inc. claim form. Claims that are not will be classified as pending until proper forms are submitted. All claims must have an estimated cost associated with each item under discrepancy.
4. Major subcomponents are warranted under separate manufacturer warranties. It is the responsibility of the owner/dealer of the equipment to fill out and register all subcomponent manufactures warranties. In the event of failure, arrangements can be made to deal with the subcomponent supplier directly. Examples for subcomponent manufactures are:
Engines– John Deere, Cummins, Caterpillar
Tree Trimmer drive axles- John Deere
Tree Trimmer Transmissions – Clark
5. TSE service allowable rate is \$~~36~~ ⁴⁸ /hr and is paid out for both travel time and service provided travel time and is too be based on the closest service branch location. Mileage rates are not to be applied.

Claims submitted as per above TSE International Inc. Equipment Warranty policy will be resolved within 30 days of receipt

