



Limited Warranty

Eligibility

Original owner of new IMSUPPLY track and purchased directly through IMSUPPLY or through an IMSUPPLY wholesaler or reseller.

Coverage

IMSUPPLY tracks are warranted, from date of purchase, against defects in materials and workmanship. IMSUPPLY tracks that become unserviceable as a result of a defect in materials or workmanship, as determined by IMSUPPLY, will be replaced, or given an account credit, towards purchase of replacement tracks at the sole discretion of IMSUPPLY's industry professionals.

Excluded from Coverage

- Normal wear and tear
- Track no longer owned by the original purchasing end user
- Claims outside the listed months of service or hours limit coverage
- Track manufactured more than 60 months prior to warranty request
- Damage from use or installation as a result of misapplication, or exceeding the specifications of the track original design capabilities
- Product used in abusive or improper applications
- Failure resulting from abuse, misuse, negligence, alteration, accident, overload, mismatching of opposite side tracks, misapplication, or poor mechanical condition.
- Cosmetic defects such as surface cracks, splits, and other superficial distress that may impact the external aesthetic of the track but does not render the track unusable.
- Any damage or premature failure due to operator misuse, mishandling, or abuse as determined by IMSupply industry professionals.
- Product not being used in accordance to manufacturers instructions or recommendations
- Improper tensioning of the machines undercarriage

Owner Obligations

- Giving notice of failure within applicable warranty period
- Providing valid proof of purchase
 - Invoice submission
 - Serial # submission
 - Machine Make and Model
 - Hours of Service
- Providing visual proof of submission
 - Photo of track(s) in question of warranty submission
 - Photo of machine undercarriage and track defect
 - Photo of serial # if visible
 - Photo of environment the machine is being operated in
- Submission of claim request within 30 days of failure
- Freight charges if applicable
- Undercarriage properly maintained to ensure success of the track.
- Cost of installation

Machine Type	Months of Service	Hours Limit
CTL	24	1800
MEX	24	2500
MTL	12	1000
PAVER	24	1500

Warranty Claim Process

- Fill out Warranty Claim Document
- Submit document to
 - Your designated sales representative
 - CC: information@imsupply.com
 - CC: accounting@imsupply.com
 - Submit required information as stated in **owner obligations.**

Company: _____

Name: _____

Part Number: _____

Quantity: _____

Serial Number: _____

Track Install Date: _____

Track Failure Date: _____

Hours in Use: _____

Machine Manufacturer: _____

Machine Model Number: _____

Application (check all that apply) : Gravel Turf
 Pavement Sand Snow Mud Clay

Pictures Required : Serial Number Picture of Track Picture of Undercarriage Picture of Failure Snow Picture of Application