



## WARRANTY

To obtain warranty coverage, the Buyer must submit a claim within thirty (30) days of discovering the defect by contacting Chery Industrial at [www.cheryindustrial.com](http://www.cheryindustrial.com).

Final warranty decisions for welding and cutting products will be made by Chery Industrial. Please note that warranty claims will not be approved for damages or issues arising from non-product-related causes, including but not limited to:

- Damage incurred during shipping;
- Claims for missing or defective parts made beyond 30 days from the date of purchase—Buyers are responsible for shipping and parts costs after this period;
- Products subjected to abuse, accidents, alterations, modifications, tampering, vandalism, neglect, misuse, friction contact, or improper attachments;
- Damage caused by failure to follow the user manual, installation errors, or operational mistakes;
- Normal wear and tear of consumable parts (e.g., chisels, blades);
- Usage in an environment for which the product was not designed;
- Damage caused by natural disasters;
- Stolen or lost products.

### **Shelter Warranty:**

Shelters are intended for temporary outdoor storage and are not designed to withstand heavy snow loads or strong winds. They do not include engineering drawings. Buyers are responsible for ensuring the shelter is suitable for their local weather conditions.

### **Customers must perform regular maintenance and inspections.**

Chery Industrial Shelters are covered under the following warranty terms:

- Frame: 1-year warranty against manufacturing defects.
- PE Covering Material: 2-year warranty against defects.
- PVC Covering Material: 8-year warranty against defects.

**Warranty Exclusions:**

- Used products;
- Altered or modified products;
- Depreciation due to age and usage;
- Damage from improper maintenance or failure to follow instructions;
- Improper installation, misuse, or lack of protective measures during installation, use, or storage;
- Damage caused by accidents, falling objects, or exposure to harmful chemicals;
- Damage from acts of nature, including but not limited to wind, excessive snow, floods, hail, tornadoes, sleet, ice, and fire;
- Unforeseen causes, such as added load or external forces;
- Products not in possession of the original purchaser;
- Improper anchoring or installation of the structure;
- Third-party installation fees;
- Loss of income, wages, travel expenses, equipment rental, fuel, personal property, or property value;
- Condensation-related damage to the product or its contents.

*End panels are excluded from any warranty, regardless of product series or classification. Damages caused by improper installation are not covered under warranty.*

If a part is found defective due to manufacturing and falls within the warranty period, Chery Industrial will provide replacement parts free of charge. Examples include torn covers, holes, bent bolts, and broken ratchets.

**Skid Steer Attachments Warranty:**

Chery Industrial Skid Steer Attachments come with a one-year warranty on parts and labor.\* Disassembling any component, including the housing or motor, without prior approval from Chery Industrial may void the warranty. Customers must contact Chery Industrial for instructions before disassembly to ensure warranty coverage remains intact.

**Modular Homes Warranty:**

Our modular homes come with a 3-year structural warranty that covers defects affecting the structural integrity of the building under normal use. Additionally, a 3-year warranty applies to replacement parts, including electrical components and plumbing fittings.

**Warranty Exclusions:**

This warranty does not cover damage resulting from misuse, improper operation, neglect, accidents, natural disasters, or external forces. Any modifications, alterations, or repairs performed by the homeowner or unauthorized third parties may void this warranty. Normal wear and tear is also excluded from coverage.

**Warranty Claim Process:**

To initiate a warranty claim, please email [Service@cheryindustrial.com](mailto:Service@cheryindustrial.com) with the following information:

- Proof of purchase (e.g., bill of sale) to verify eligibility for warranty service;
- Buyer's contact information (name, phone number, address);
- Product serial number (located on the product label);
- Place of purchase and purchase number (if applicable);
- Detailed description of the defect;
- Photographic or video evidence of the defect.
- If the issue is determined to be a manufacturer defect within the warranty period, Chery Industrial will ship replacement parts to the buyer free of charge. However, damages caused by user misuse or negligence will require the Buyer to cover parts and shipping costs.

**Ownership & Limitations:**

- The warranty is valid only for products purchased directly from [www.cheryindustrial.com](http://www.cheryindustrial.com) or an authorized dealer, with proof of purchase.
- Certain product series, including **AS-IS, Clearance, and Bargain** items, are excluded from warranty coverage.
- Products purchased from third parties, including auction houses, are not covered, even if advertised as "Brand New".

Chery Industrial, its directors, employees, affiliates, agents, contractors, and licensors are not liable for any injury, loss, or damages, including but not limited to lost profits, revenue, or savings, resulting from the use of Chery Industrial products or errors/omissions related to these products.

Chery Industrial reserves the sole discretion to interpret and enforce this warranty policy.