

Warranty:

1. All products (not labour) sold by Twin Valley Co-op Ltd (TVC) will be warranted free of manufacture defect for a period of 1 year from the date of purchase, unless otherwise noted at the time of sale. Normal wear and tear, or misuse of the product does not qualify.
2. TVC agrees, as its sole responsibility, at its sole discretion, either to repair, replace, or refund the purchase price of any product found to be defective within the warranty period, upon receipt of the product by TVC.
3. All warranty/service work must be done at TVC's premise. It is the owner's responsibility to transport the unit to and from TVC. If on site warranty is requested, the owner shall be responsible for all mileage costs.
4. In no event shall the owner be entitled to recover costs for incidental, special, or consequential damages such as, but no limited to: loss of crop, loss of profit or revenue, other commercial losses, inconvenience, or replacement equipment rental costs.
5. Warranty coverage covers the original owner only, and is not transferable.
6. The obligation of this warranty is in lieu of all other warranties, expressed or implied, and no person is to assume, for TVC, any liability.
7. All terms and policies are subject to change without notice.

Obtaining Warranty

1. The faulty unit is to be returned, freight prepaid, to TVC within 45 days of failure.
2. A written explanation of the failure must accompany the item when returned to TVC.
3. If a replacement item is requested, it will be charged to the customers account and must be paid for within normal terms.
4. Upon determination of a valid warranty claim, a credit will be issued to the customers account.
5. If a product is determined to be in proper working order, or otherwise not eligible for warranty, by TVC or the manufacturer, it will be returned to the owner at his/her expense.

Freight

All orders over \$1000.00 will be freight pre-paid.

Back orders will be freight pre-paid.

All other orders will be pre paid and billed at the rate we are charged unless other arrangements are made.

Shipping is available through Purolator, DHL, Mail or bus. The customer can stipulate which service they wish to use.