

# **Yellow County Equipment Warranty Policy**

**Effective Date:** December 14, 2025

## **1. Our Commitment to Quality**

At Yellow County Equipment, we want you to buy with complete confidence. While all our used heavy construction and agricultural equipment is thoroughly inspected and sold in excellent working condition, we understand that peace of mind is essential for large investments. This policy outlines our commitment to quality and the warranty coverage we provide.

## **2. Standard Warranty on All Equipment**

Every piece of equipment sold by Yellow County Equipment comes with a standard warranty to ensure your initial ownership experience is a positive one.

### **2.1. Comprehensive Pre-Sale Inspection**

Every unit undergoes a multi-point inspection by our certified and experienced technicians. This inspection covers all major systems, including the engine, transmission, hydraulics, electrical systems, and structural components.

### **2.2. 30-Day Limited Powertrain Assurance**

We provide a 30-Day Limited Powertrain Assurance on all eligible equipment. If a major powertrain component (engine, transmission, final drives, or primary hydraulic

pump and motor) fails due to a pre-existing mechanical defect within 30 days of the delivery date, we will cover the reasonable cost of repair. Our liability is limited to a maximum of \$2,500, covering both parts and labor. All warranty repairs must be performed at our designated approved shop, or we may offer reimbursement upon prior written approval.

### **2.3. Full Transparency**

We believe in full transparency. Before you make a purchase, we provide a detailed inspection report, verification of the hour meter, and a complete set of high-resolution photos and videos. This ensures you have a comprehensive understanding of the machine's condition.

## **3. Extended Warranty Options**

For maximum protection and peace of mind, we highly recommend purchasing an extended warranty. We partner with leading third-party warranty providers to offer flexible and comprehensive coverage plans tailored to your specific needs and equipment.

### **3.1. Flexible Plan Durations**

We offer a range of plan durations to fit your budget and operational needs, including:

- 3-month to 12-month plans covering major components (powertrain, hydraulics, electrical).
- Up to 5-year options available on eligible low-hour units.

### **3.2. Nationwide Coverage**

Extended warranty coverage starts from the date of delivery and is supported by a nationwide network of authorized service facilities, ensuring you can get service wherever your work takes you.

### **3.3. Transparent Pricing**

Pricing for extended warranties typically ranges from \$1,500 to \$5,000, depending on the machine's value, age, hours, and the selected plan. We are committed to providing you with the best possible rate with no markup. A personalized quote with full coverage options will be included in your sales proposal.

## **4. Warranty Coverage Details**

### **4.1. What's Covered**

Our warranties are designed to protect you from unexpected repair costs resulting from defects in materials or workmanship. Coverage includes:

- **Mechanical Breakdowns:** Failures of covered components arising from normal, intended use of the equipment.
- **Parts and Labor:** The cost of both parts and labor for covered repairs performed at authorized repair facilities across the USA.
- **Specific Covered Components (Varies by Plan):** Engine, transmission, torque converter, differentials, final drives, hydraulic pumps and motors, and primary electrical systems (e.g., alternator, starter).

### **4.2. What's Not Covered**

The warranty does not cover failures or expenses related to the following:

- **Normal Wear and Tear:** Items expected to be replaced during the machine's operational life, such as tires, tracks, belts, hoses, brake pads, clutches, buckets, blades, teeth, filters, fluids, and batteries.
- **Improper Use:** Damage resulting from improper operation, operator error, overloading, negligence, accidents, or failure to follow the manufacturer's operating guidelines.
- **Unauthorized Modifications:** Failures caused by any modifications to the equipment that have not been approved by Yellow County Equipment or the manufacturer.
- **Cosmetic Issues:** Issues related to appearance, such as paint, decals, or surface rust, that do not affect the machine's functionality.
- **Routine Maintenance:** The cost of performing or failing to perform scheduled routine maintenance as recommended by the manufacturer.

## 5. How to Make a Claim

We are committed to a fast and fair claims process to minimize your downtime. If you experience an issue that you believe is covered by your warranty, please follow these steps:

1. **Contact Us Immediately:** Before any repairs are initiated, contact our warranty department immediately. You can reach us by email at [sales@yellowcounty.com](mailto:sales@yellowcounty.com) or by calling our main office. Prompt communication is critical to ensuring coverage.
2. **Provide Necessary Information:** To expedite your claim, please provide your company name, the machine's serial number, the date of purchase, and a detailed

description of the issue you are experiencing. Photos or videos of the problem are highly encouraged.

3. **Claim Assessment and Authorization:** Our team will review your claim to determine if the failure is covered under your warranty policy. We will then guide you through the next steps, including directing you to an authorized repair facility. Do not authorize or begin repairs without receiving a claim authorization number from us.
4. **Repair and Resolution:** We will coordinate with the repair facility to ensure the work is completed efficiently and correctly. Our goal is to get your equipment back to work as quickly as possible.

## 6. Our Commitment to You

We stand behind every machine we sell. If something does not meet your expectations within the assurance period, we will work with you to make it right—whether that involves a repair, an adjustment, or another fair and reasonable resolution. Your trust is the foundation of our business, and we are dedicated to keeping your operations running strong.

## 7. Contact Information

For any questions about the warranty on a specific unit or to request a quote for extended coverage, please do not hesitate to contact us. We will be happy to provide a personalized proposal with full coverage options.

**Email:** sales@yellowcounty.com

**Website:** yellowcounty.com