BARRETO
Innovative Equipment Engineered to Last
BARRETO MANUFACTURING, INC.
66498 Highway 203 | La Grande, OR 97850
541-963-7348 | 800-525-7348
www.barretomfg.com | info@barretomfg.com

WARRANTY CLAIM PROCEDURE

All Barreto manufactured parts and hydraulic components are covered under the Barreto Warranty. A copy of the **Barreto Manufacturing Inc. Equipment Warranty** is provided in the manual for each machine.

NOTE: Do not open any motor, pump, or valve for troubleshooting or inspection if you intend to submit a warranty claim. Doing so will void the warranty and result in denial of the claim. Exceptions require prior written approval by email from a Barreto technical support representative or manager.

NOTE: If a Barreto machine owner wants to subcontract warranty repairs or have custom-made parts produced, the quote must be submitted to the Barreto warranty manager for approval BEFORE any work begins. Failure to do so will result in denial of the warranty claim.

If you think you have a situation with a Barreto product that may be covered under warranty please follow the procedures below:

Before calling Barreto Manufacturing, be sure to have the following information available:

- Model Number
- Serial Number
- Operation Hours on Machine
- Purchase Date

1. Call 1-800-525-7348 and ask for help with a warranty issue.
2. Describe the symptoms of the breakdown, failure, or malfunction.

   NOTE: You must call the engine manufacturer for any engine-related issues.
3. A Barreto representative will initiate the warranty claim process if the problem qualifies. The representative will assist in determining what parts are needed to make the repairs. Parts will be sent out and billed to the customer and a call tag will be provided to return the defective parts unless otherwise instructed by the Barreto representative.
4. The Barreto customer will perform the repair, file a warranty claim form for the parts and labor, and return the defective parts once the repair is complete.
5. If the circumstances of a breakdown require obtaining parts from a source other than Barreto, please call and advise us of the situation and then provide receipts and an explanation on your claim form.

   a. Parts being claimed for warranty are required to be returned for inspection unless otherwise determined by a Barreto representative

   NOTE: Requests for reimbursement for shipping charges will be for ground service rates only if approved. Claims for expedited shipping charges will be adjusted to ground service rates.
6. Once the claim has been finalized and the returned parts have been received and inspected, a credit will be issued. Refund checks can be processed upon request.

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WARRANTY CLAIM PROCEDURE

Exclusions not covered under warranty:

- Travel time or mileage for pickup and delivery
- Lost income for down time
- Engine related problems
- Batteries
- Breakdowns caused by neglect, poor maintenance, or other abuse
- Wear parts such as bearings, tiller tines, sprockets, trencher teeth and chains, booms, rollers, grinder teeth, chipper belts, clutches, tracks, tires, etc. unless it is determined a defect has contributed to premature wear.

Disclaimers:

Barreto reserves the right to determine reasonable time for repairs to be made. Labor is reimbursed at $75.00 per hour. Barreto also reserves the right to inspect any part or component to determine if abuse may have contributed to the failure.

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WARRANTY CLAIM FORM

Customer:				Customer No.:	
Contact Name:			Email:		
Phone:		Street Address:			
City:			State:	Zip:	
Product (Model):		Serial Number*:		Machine Hours*:	
Purchased From:			Purchase Date*:		

Please list any replacement parts purchased for the repair. *Please enclose receipts.

Qty	Part #	Description	Part Cost

Please attach an additional sheet if more space is required.

How much time, in hours was required to make the repair? Hr.

Briefly describe circumstances leading to warranty repair:

*Serial number, purchase date, and receipts ***must*** be provided for warranty to be honored.

Submitted by: _____ Title: _____ Date: _____

MAIL / FAX / EMAIL TO: Barreto Manufacturing, Inc.
Attn: Warranty Claims
59999 Smith Loop
La Grande, OR. 97850

Phone: (800) 525-7348 | Fax: (541) 963-6755

warrantyclaims@barretomfg.com