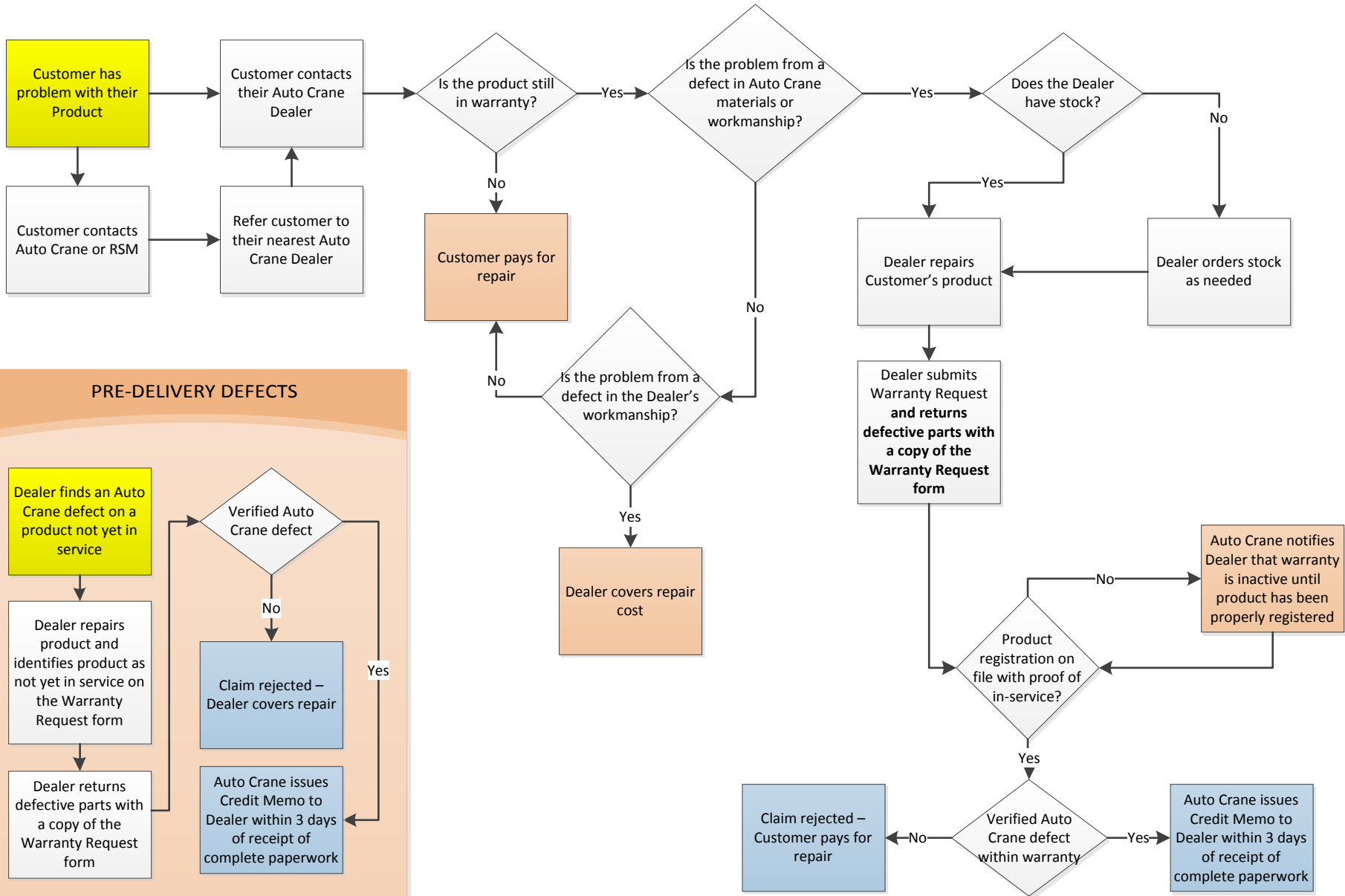


# Standard Auto Crane Warranty Process



**PRE-DELIVERY DEFECTS**

Dealer finds an Auto Crane defect on a product not yet in service

Dealer repairs product and identifies product as not yet in service on the Warranty Request form

Dealer returns defective parts with a copy of the Warranty Request form

Verified Auto Crane defect

No

Claim rejected – Dealer covers repair

Yes

Auto Crane issues Credit Memo to Dealer within 3 days of receipt of complete paperwork

Note: Auto Crane can cover 2-way ground freight on "not-in-service" defects