

Filing the Tuff Torq Warranty Claim



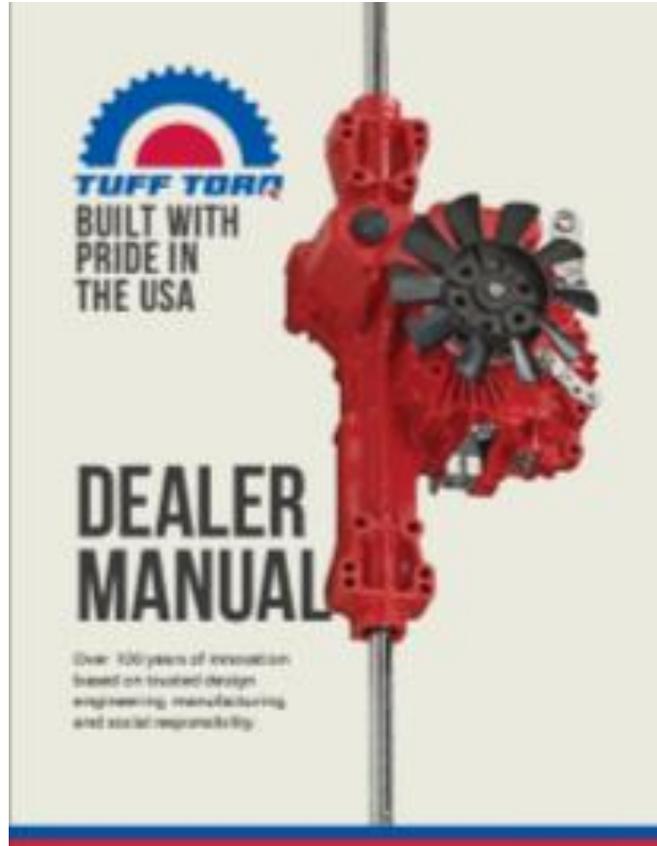
TUFF TORQ®

Filing the Tuff Torq Warranty Claim

- What we plan to accomplish with this presentation
 - Get you the information you need to file the claim
 - Go through step by step in filing the claim
 - Once your claim is filed what happens?



Filing the Tuff Torq Warranty Claim

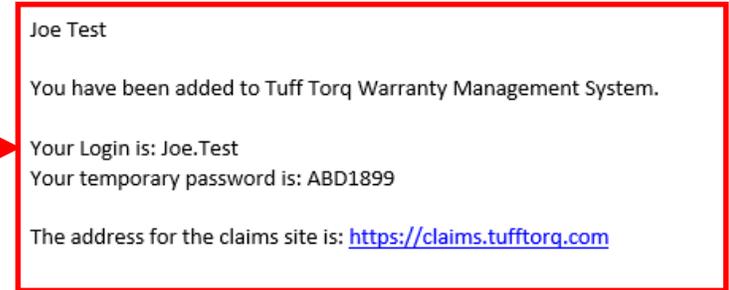


- Things you will need to file the warranty claim
 - The website link:
<https://claims.tufftorq.com/Account/Login>
 - Your Login and password for the warranty site
 - Serial number of the transmission that is being warrantied
 - Date the unit was put into service (purchase date)
 - And proof of that
 - Date the unit was placed in your repair center
 - Type of machine the transmission is installed in
 - Machine Manufacturer
 - Hours on the machine
 - And Proof of it if possible

The Initial Email

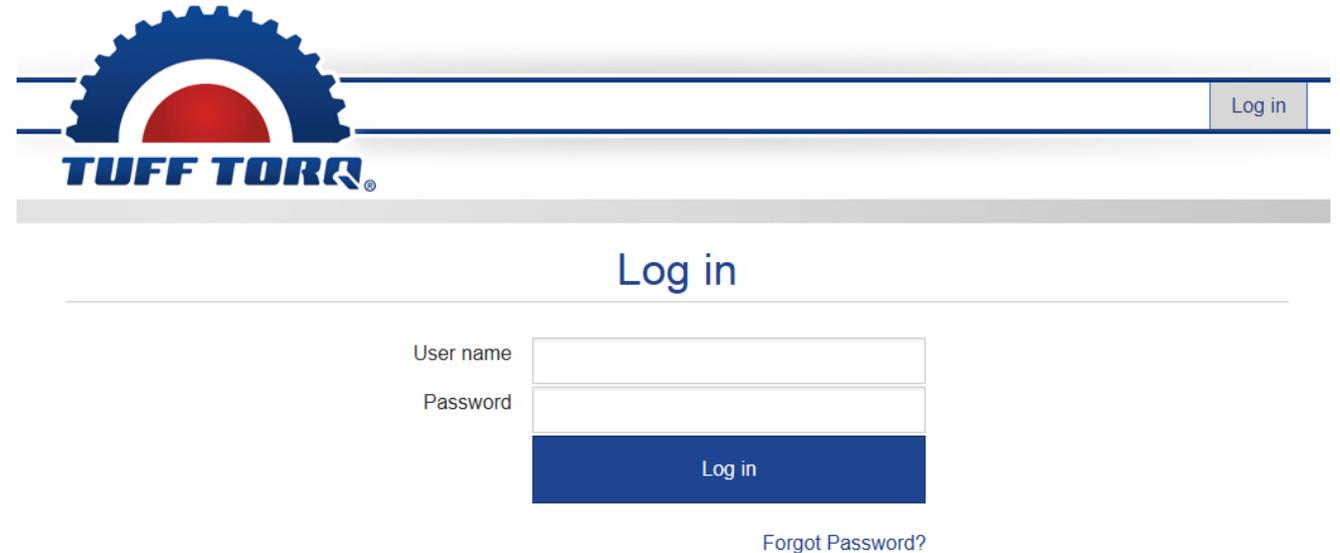
Log in and Password

- ❑ When you become an Authorized Dealer You will be emailed a Login and a Password like the picture to the right.
- ❑ If you no longer have your login or password call 423.585.2000 ext. 180 or Email at salesrvc@tufftorq.com and the Service Department Techs can change the password for you.
- ❑ If you forgot your login they can get that as well. You will need your Gardner number and/or the company name.



Log In

- ❑ The Login Screen
- ❑ Add your login information
- ❑ Log in
- ❑ If you do not have your Log In information or your password please contact the service department at
 - ❑ salesrvc@tufftorq.com
 - ❑ 423.585.2000 ext. 180

The image shows a screenshot of the Tuff Torq login interface. At the top left is the Tuff Torq logo. To its right is a horizontal bar with a "Log in" button. Below this is a section titled "Log in" with two input fields: "User name" and "Password". A blue "Log in" button is positioned below the password field. To the right of the button is a link for "Forgot Password?".

 TUFF TORQ®

Log in

Log in

User name

Password

Log in

[Forgot Password?](#)

Changing Your Password

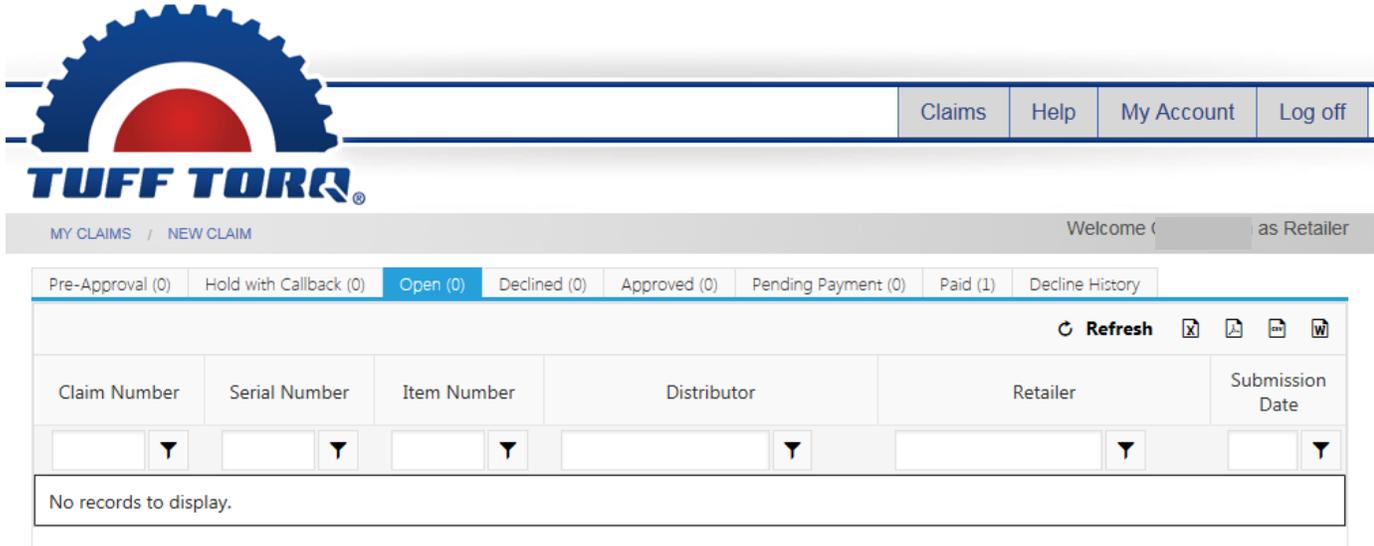
- If this is your first time logging in the warranty site will ask you to change your password from the temporary one you received
- If the warranty site does not redirect you, click on “My Account” tab and to change your password.
- You can contact the service department, also.
 - salesrvc@tufftorq.com
 - 423.585.2000 ext. 180

Change password

Change password details

1. Current password
2. New password
3. Confirm new password

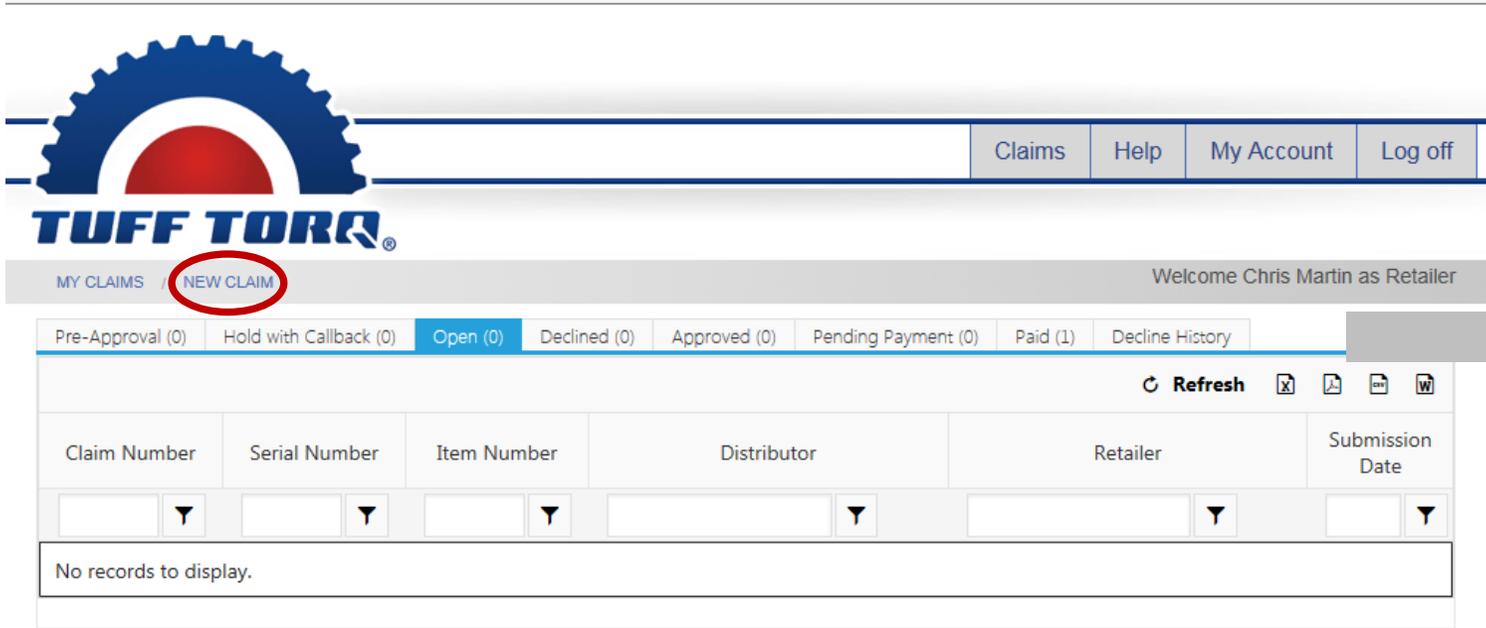
Claims Dashboard



The screenshot shows the Tuff Torq Claims Dashboard interface. At the top left is the Tuff Torq logo. To its right is a navigation bar with links for 'Claims', 'Help', 'My Account', and 'Log off'. Below this is a user greeting: 'Welcome () as Retailer'. A status bar shows various claim categories: 'Pre-Approval (0)', 'Hold with Callback (0)', 'Open (0)', 'Declined (0)', 'Approved (0)', 'Pending Payment (0)', 'Paid (1)', and 'Decline History'. The 'Open (0)' category is selected. A table with columns for 'Claim Number', 'Serial Number', 'Item Number', 'Distributor', 'Retailer', and 'Submission Date' is displayed. The table is currently empty, showing 'No records to display.' A 'Refresh' button and several utility icons are located above the table.

- ❑ As you can see from the picture you will have a dashboard showing all your claims.
- ❑ So you can always check status and follow a claim through the process

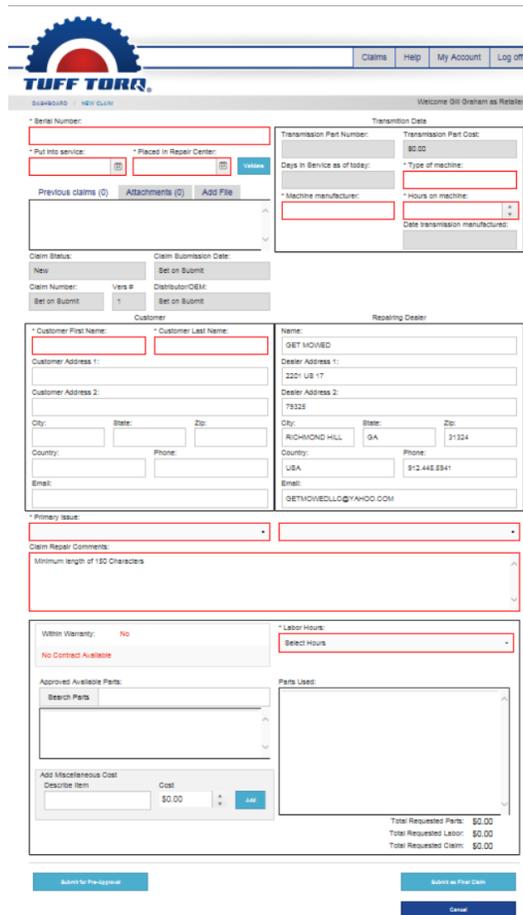
Starting the Claim Adventure



The screenshot shows the Tuff Torq claims management interface. At the top left is the Tuff Torq logo. To its right are navigation tabs: Claims, Help, My Account, and Log off. Below the logo, there are two tabs: MY CLAIMS and NEW CLAIM, with the latter circled in red. A welcome message reads "Welcome Chris Martin as Retailer". A status bar shows various claim statuses: Pre-Approval (0), Hold with Callback (0), Open (0), Declined (0), Approved (0), Pending Payment (0), Paid (1), and Decline History. A Refresh button and several icons are visible. Below this is a table with columns: Claim Number, Serial Number, Item Number, Distributor, Retailer, and Submission Date. Each column has a dropdown arrow. The table currently displays "No records to display."

- ❑ When you have all the information you need to file the claim you can click “New Claim” to begin the filing process

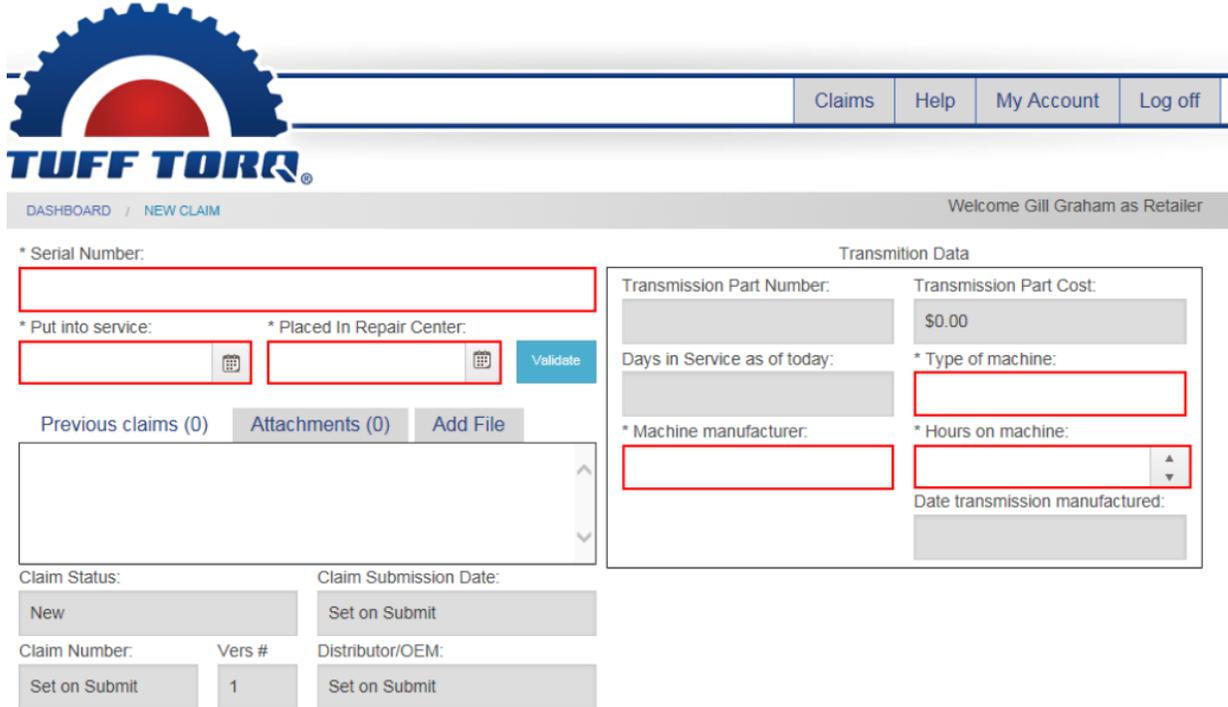
Tuff Torq Warranty Claim Form



The screenshot shows the Tuff Torq Warranty Claim Form interface. At the top, there is a navigation bar with 'Claims', 'Help', 'My Account', and 'Log Off' buttons. The main form area is divided into several sections: 'Serial Number' and 'Transmission Data' (including Transmission Part Number, Part Cost, Days in Service, Machine Manufacturer, and Date Manufactured). Below this is a 'Claim Status' section with 'New' and 'Claim Number' fields. The 'Customer' and 'Receiving Dealer' sections contain fields for names, addresses, cities, states, zip codes, countries, and phone numbers. A 'Primary Issue' dropdown menu is present, followed by a 'Claim Repair Comments' text area. The 'Warranty' section includes 'Warranty Available' (set to 'No') and 'Labor Hours' (set to 'Select Hours'). There is also a 'Parts Used' section with a search bar and a list area. At the bottom, there is a table for 'Add Miscellaneous Cost' and a summary of 'Total Requested Parts', 'Total Requested Labor', and 'Total Requested Claim', all showing \$0.00. Navigation buttons at the bottom include 'Submit for Pre-Approval', 'Submit as Final Claim', and 'Cancel'.

- ❑ Here is the claim form in it's entirety
- ❑ We will go through it section by section to help you get used to the process.
- ❑ You will not be able to file the claim till all red areas turn black

Entering The Needed Data

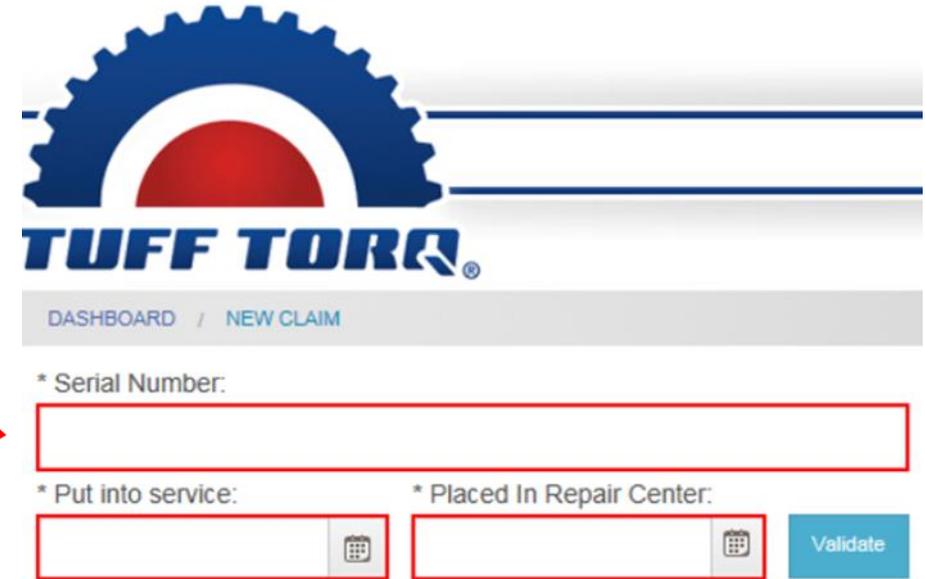


The screenshot shows the Tuff Torq claims management interface. At the top, there is a navigation bar with links for 'Claims', 'Help', 'My Account', and 'Log off'. Below this, the user is logged in as 'Gill Graham as Retailer'. The main content area is titled 'NEW CLAIM' and contains several input fields and buttons. A 'Validate' button is highlighted in blue. The 'Transmission Data' section includes fields for 'Transmission Part Number', 'Transmission Part Cost' (set to \$0.00), 'Days in Service as of today', 'Type of machine', 'Machine manufacturer', 'Hours on machine', and 'Date transmission manufactured'. The 'Claim Status' is set to 'New', and the 'Claim Submission Date' is 'Set on Submit'. The 'Claim Number' is 'Set on Submit', 'Vers #' is '1', and 'Distributor/OEM' is 'Set on Submit'.

- Here you need the Serial number
- The required dates
- And the tractor/ zero turn information

Serial Number

Serial number gets entered exactly as it is found on the bar code sticker on the transmission itself.

A screenshot of the Tuff Torq web application interface. At the top is the Tuff Torq logo. Below it is a navigation bar with "DASHBOARD / NEW CLAIM". The main form area contains three input fields: a large text field for the serial number, a date field for "Put into service:", and another date field for "Placed In Repair Center:". A blue "Validate" button is located to the right of the date fields. All input fields and the button are outlined in red.

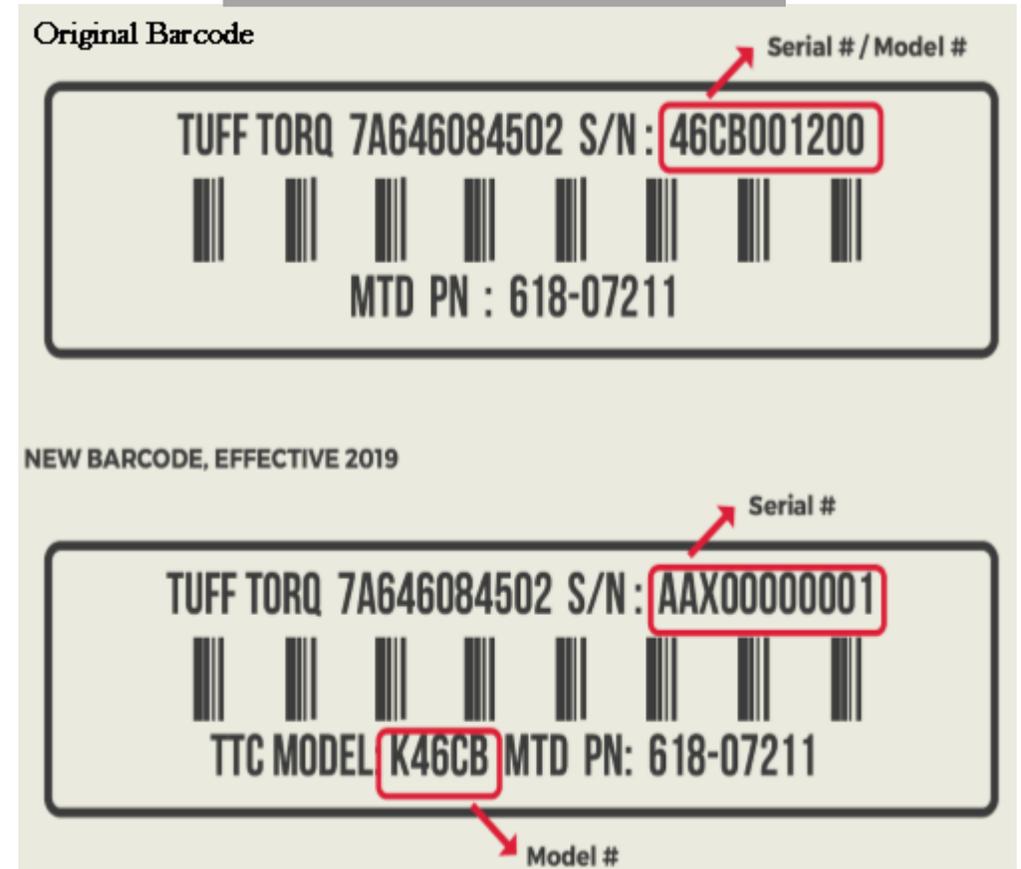
See next slide for examples.

Serial Number Cont.

From the Dealer Manual

Serial Number Explanation

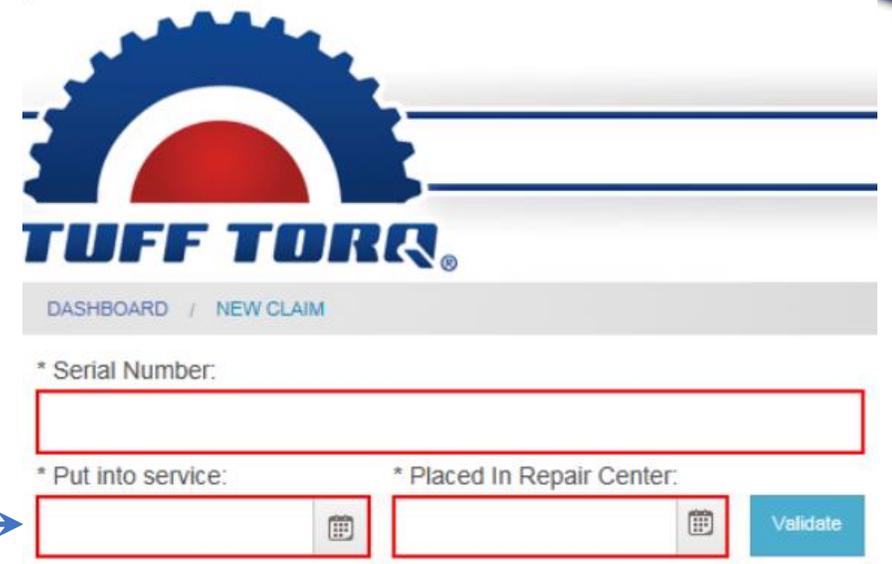
- ❑ Serial number is extremely important and all the information in the warranty site is linked to the serial number of the transmission.
- ❑ The serial number is located on a bar code sticker that is on the case of the transmission close to one of the axles. You normally can see it from the rear of the tractor.
- ❑ Tuff Torq has changed the format of the bar code sticker and the serial number for their transmissions. Please see to the right for help with the change.



Purchase Date

- Purchase date
 - Will need to add to the claim here
 - Normally the warranty is two years as stated from the Dealer Manual below*

EQUIPMENT TYPE	USER TYPE	NEW EQUIPMENT (MONTHS)	SERVICE PARTS MONTHS
LAWN TRACTORS	RESIDENTIAL	24	3
	COMMERCIAL	3	3
GARDEN TRACTORS	ALL	24	3
ZERO-TURN MOWERS	RESIDENTIAL	24	3
	COMMERCIAL	24	3



DASHBOARD / NEW CLAIM

* Serial Number:

* Put into service:

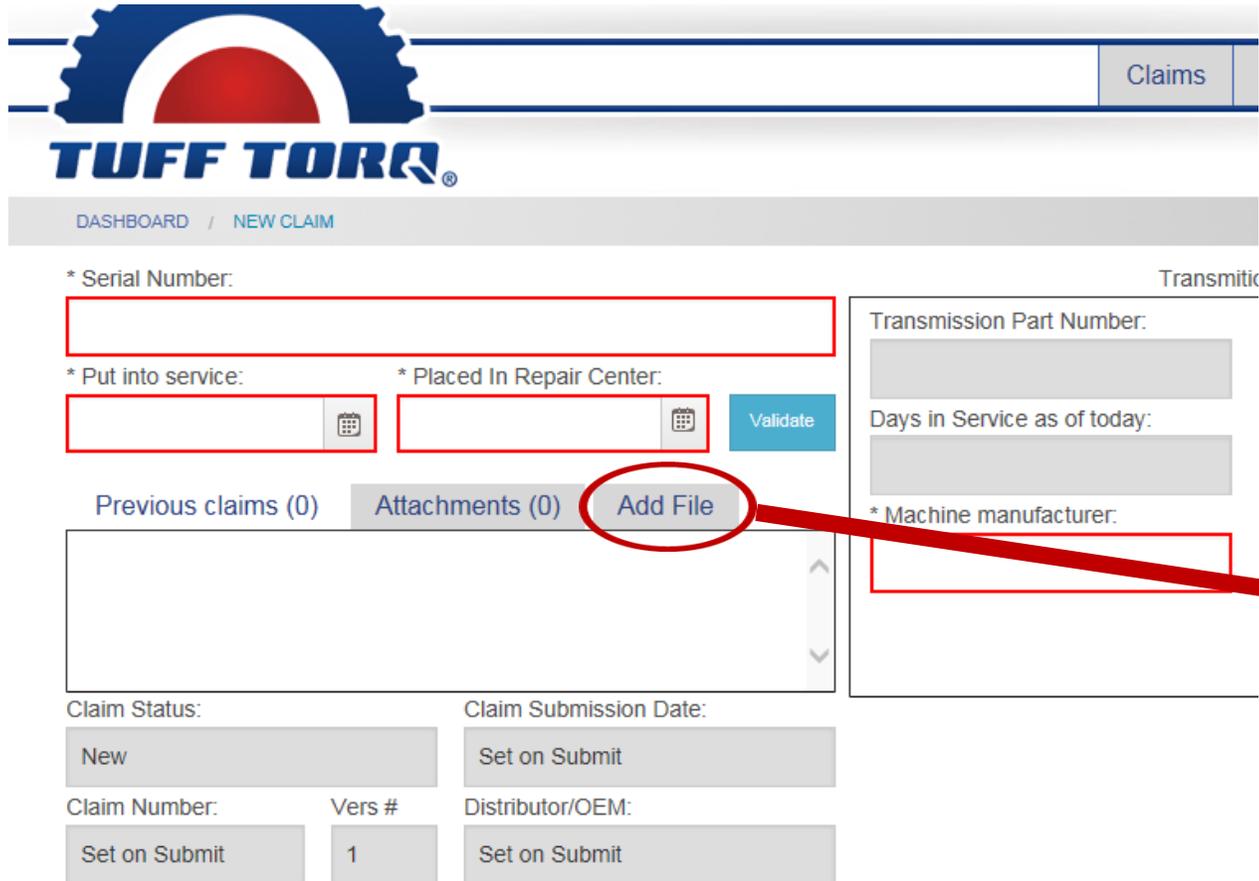
* Placed In Repair Center:

*Spartan Transmissions are 3 years for warranty

From the Dealer Manual

c. Actual date the transmission or transaxle was sold and put into service. Proof of purchase or registration date is required, otherwise the claim may be denied. This should be scanned and attached to the claim if available.

Adding Attachments to the Warranty Claim



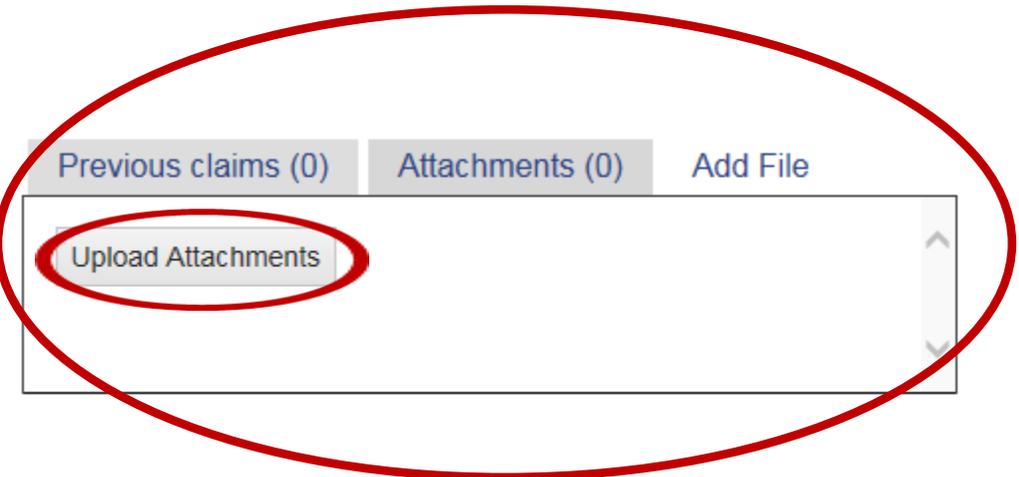
The screenshot shows the Tuff Torq website interface for creating a new warranty claim. The top navigation bar includes the Tuff Torq logo and a 'Claims' tab. Below the navigation bar, there is a breadcrumb trail: 'DASHBOARD / NEW CLAIM'. The main form area contains several input fields and buttons:

- * Serial Number: [Input field]
- * Put into service: [Input field with calendar icon]
- * Placed In Repair Center: [Input field with calendar icon]
- Validate: [Blue button]
- Transmission Part Number: [Input field]
- Days in Service as of today: [Input field]
- * Machine manufacturer: [Input field]
- Claim Status: [Dropdown menu with 'New' selected]
- Claim Submission Date: [Dropdown menu with 'Set on Submit' selected]
- Claim Number: [Dropdown menu with 'Set on Submit' selected]
- Vers #: [Input field with '1' selected]
- Distributor/OEM: [Dropdown menu with 'Set on Submit' selected]

At the bottom of the form, there are three tabs: 'Previous claims (0)', 'Attachments (0)', and 'Add File'. The 'Add File' tab is circled in red, and a red arrow points from it to the 'Upload Attachments' button in the next screenshot.

To add an attachment to the claim

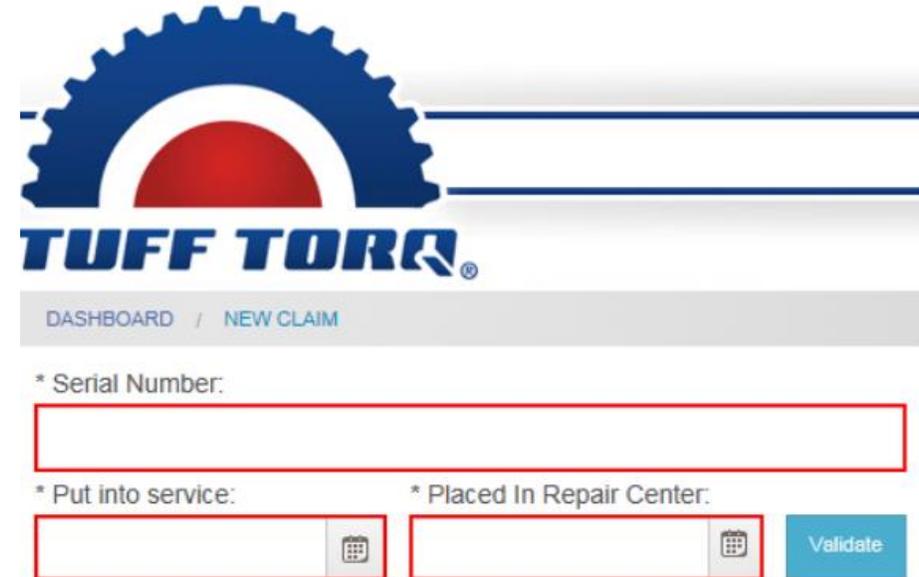
- Click the Add File tab
- Click the upload attachments button
- Select the attachment on your computer to upload



This close-up view shows the 'Attachments (0)' section of the form. It features three tabs: 'Previous claims (0)', 'Attachments (0)', and 'Add File'. The 'Add File' tab is selected and circled in red. Below the tabs, there is a large input area with a button labeled 'Upload Attachments', which is also circled in red. A red arrow from the 'Add File' tab in the previous screenshot points to this button.

Placed in the Repair Center Date

You place the date the tractor was placed in your repair facility here.



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DASHBOARD / NEW CLAIM

* Serial Number:

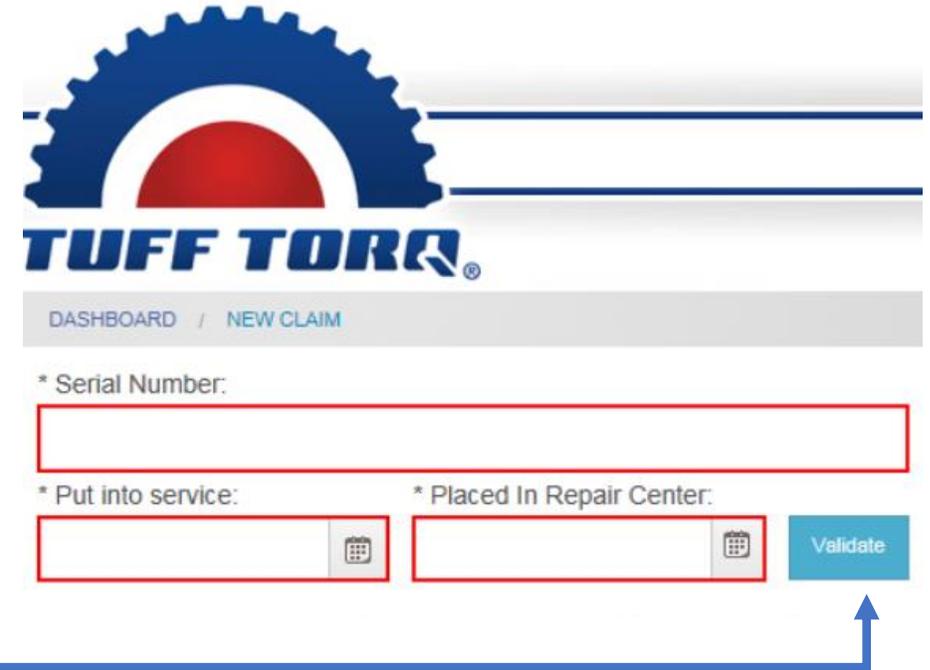
* Put into service:  * Placed In Repair Center: 

From the Dealer Manual

- a. All claims shall be submitted within 15 days of the repair date. (Claims will automatically be denied if not submitted within this period).

Validate the Serial Number

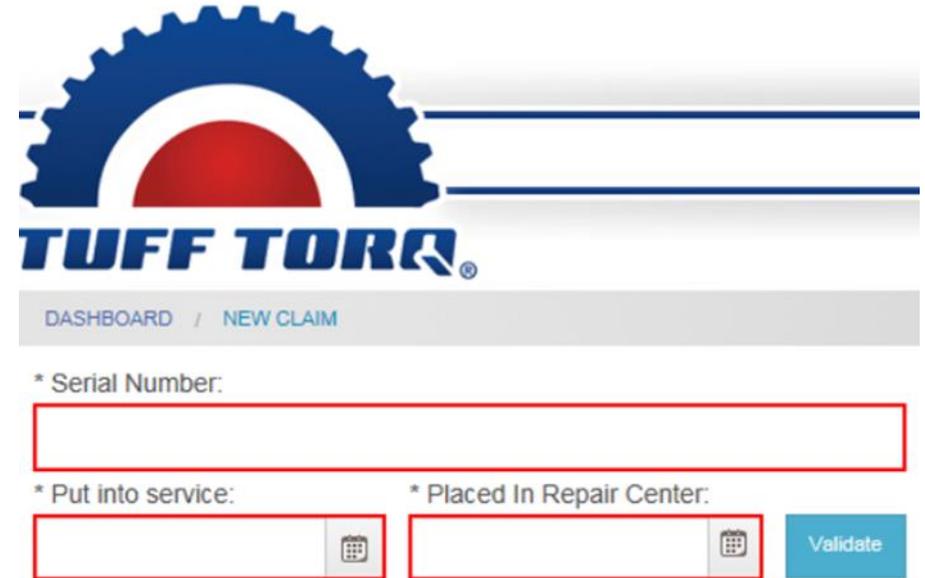
Once these three things are entered you click the validate button. If the transmission is in warranty the claim form will change to indicate that.



The screenshot shows the Tuff Torq logo at the top left of the form. Below the logo is a navigation bar with "DASHBOARD / NEW CLAIM". The form contains three input fields: "* Serial Number:" (a large text box), "* Put into service:" (a date picker), and "* Placed In Repair Center:" (a date picker). To the right of these fields is a blue "Validate" button. A blue arrow points from the text on the left towards the "Validate" button.

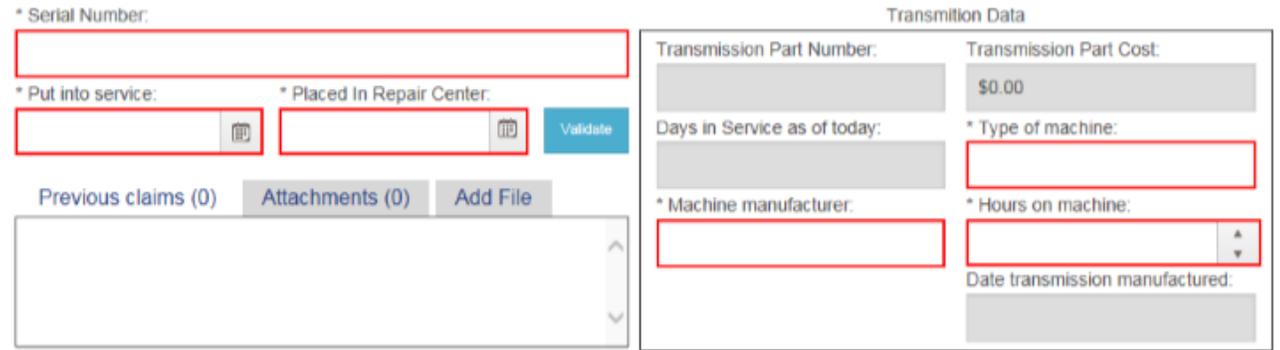
Serial Number Errors

If you enter the serial number and you get an error that you cannot resolve, call 423.317.2312 and Gill will get it resolved for you.

A screenshot of the Tuff Torq website's 'NEW CLAIM' form. The form includes a header with the Tuff Torq logo and navigation links for 'DASHBOARD' and 'NEW CLAIM'. Below the header, there are three input fields: a large text field for '* Serial Number:', a date field for '* Put into service:' with a calendar icon, and another date field for '* Placed In Repair Center:' with a calendar icon. A blue 'Validate' button is located to the right of the second date field. All input fields and the button are highlighted with a red border.

Auto Fill

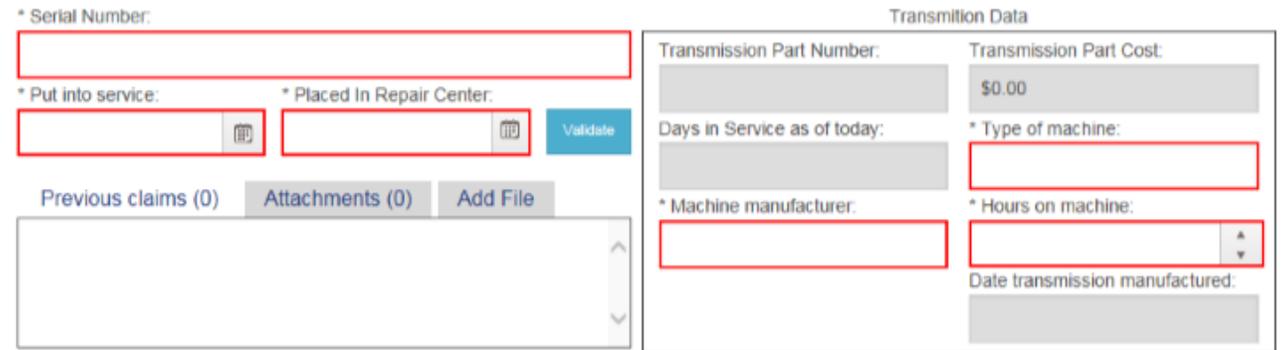
- ❑ After the validate button is clicked the portal will automatically fill in
 - ❑ Transmission Part Number
 - ❑ Transmission Part Cost
 - ❑ Days in Service
 - ❑ Date Transmission was Manufactured



The screenshot shows a web form with several fields. A red box highlights the * Serial Number field. Another red box highlights the * Put into service field, which has a calendar icon. A third red box highlights the * Placed In Repair Center field, also with a calendar icon. A blue 'Validate' button is to the right of these two fields. Below these fields are buttons for 'Previous claims (0)', 'Attachments (0)', and 'Add File'. To the right, under the heading 'Transmission Data', there are two columns of fields. The first column has 'Transmission Part Number' (highlighted with a red box), 'Days in Service as of today:' (highlighted with a red box), and '* Machine manufacturer:' (highlighted with a red box). The second column has 'Transmission Part Cost' (displaying '\$0.00'), '* Type of machine:' (highlighted with a red box), '* Hours on machine:' (highlighted with a red box and a dropdown arrow), and 'Date transmission manufactured:' (highlighted with a red box).

Entering More of the Transmssion Data

- Enter the
 - Type of machine
 - Machine manufacturer (OEM)
 - Hours on the machine
 - You can upload a picture of the hour meter
 - Follow the directions on [page 14](#)
 - You may be required to do that before the claim is paid



* Serial Number:

* Put into service: * Placed In Repair Center: Validate

Previous claims (0) Attachments (0) Add File

Transmission Data

Transmission Part Number: Transmission Part Cost: \$0.00

Days in Service as of today: * Type of machine:

* Machine manufacturer: * Hours on machine:

Date transmission manufactured:

From the Dealer Manual

g. Actual or estimated usage hours.

h. Type of machine and machine manufacturer.

Customer Section

Customer Section

- Fill in the customer name
- Because it is in **red** the portal will not allow you to submit the claim until it has been entered
- If you have the other information you can add it as well
- If the unit has not been sold, the servicing dealer name is entered

Customer

* Customer First Name:	* Customer Last Name:	
<input type="text"/>	<input type="text"/>	
Customer Address 1:		
<input type="text"/>		
Customer Address 2:		
<input type="text"/>		
City:	State:	Zip:
<input type="text"/>	<input type="text"/>	<input type="text"/>
Country:	Phone:	
<input type="text"/>	<input type="text"/>	
Email:		
<input type="text"/>		

Entering the Issues and Claim Repair Comments

* Primary Issue:

Claim Repair Comments:

Minimum length of 150 Characters

- Select the Primary issue from the drop down box
- Select the secondary issue from the drop down box
- Since they are **red** you will not be able to file the claim until they turn **black**

Entering the Issues and Claim Repair Comments, Cont.

* Primary Issue:

Claim Repair Comments:

Minimum length of 150 Characters

- In the “Claim Repair Comments” box you need to have 150 characters
- Here you share all information about this transmission and/or tractor.
- You make your case for a Pre-Approval claim or any Miscellaneous parts or procedures you wish to be added to the claim for payment.
- Be as detailed and precise as possible, listing all troubleshooting that has been done as this aids us immensely.
- This information helps us to evaluate the issues so it is imperative to be clear and detailed and list everything you have noticed or done for this unit

Entering the Labor Hours & Keeping the Tuff Torq Standard

- After clicking the validate button if the unit is in warranty it will say “YES”
- Select the labor hours in the drop down box
- Remember to keep it within the standard below

a. Labor Time Limits for removal and replacement of transmissions.

EQUIPMENT TYPE	ZERO-TURN	LAWN TRACTOR	GARDEN TRACTOR
TUFF TORQ MODEL	TZ300/350, TZ400/450, TZT7, TZT13, TZT1310	T36, T40, K46, K57/574, K58, K62	K66/K664, K72, K92, 294, KXH10, KTM10, KTM13
EXTERNAL REPAIR	1 HOUR MAX	1 HOUR MAX	1 HOUR MAX
INTERNAL REPAIR	2.5 HOURS MAX	2.5 HOURS MAX	3.0 HOURS MAX
REMOVE & REPLACE	1.5 HOURS MAX	1.5 HOURS MAX	2.0 HOURS MAX

From the Dealer Manual

* Includes 1/2 hour for inspection and troubleshooting. Examples of external components are control levers, pulleys, oil seals etc.

Within Warranty: No

No Contract Available

* Labor Hours:

Select Hours

Approved Available Parts:

Search Parts

Parts Used:

Add Miscellaneous Cost

Describe Item	Cost		
<input style="width: 95%;" type="text"/>	\$0.00	↑ ↓	Add

Total Requested Parts: \$0.00

Total Requested Labor: \$0.00

Total Requested Claim: \$0.00

Submit for Pre-Approval

Submit as Final Claim

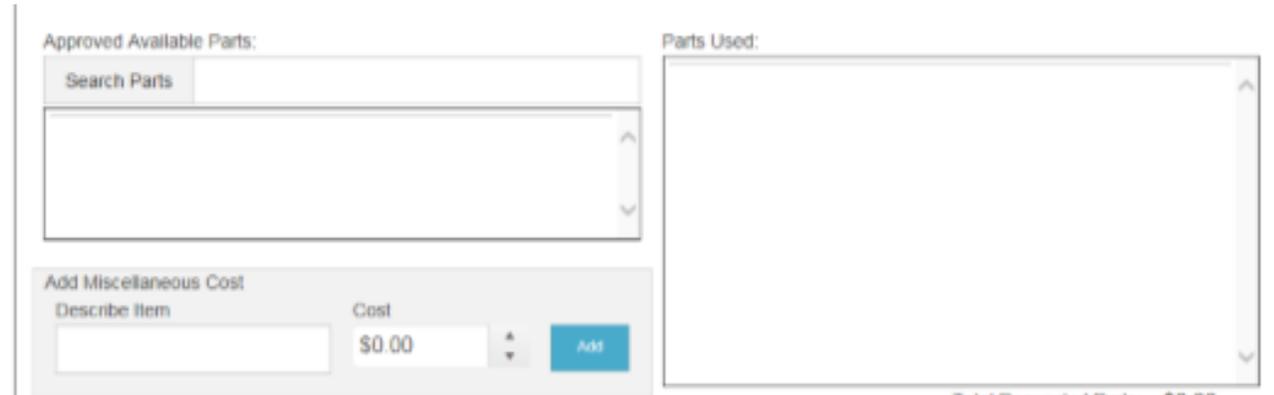
Cancel

Entering the Parts Used in the Repair

It is **Extremely Important** that you add the parts and/or the transmission ordered to the claim.

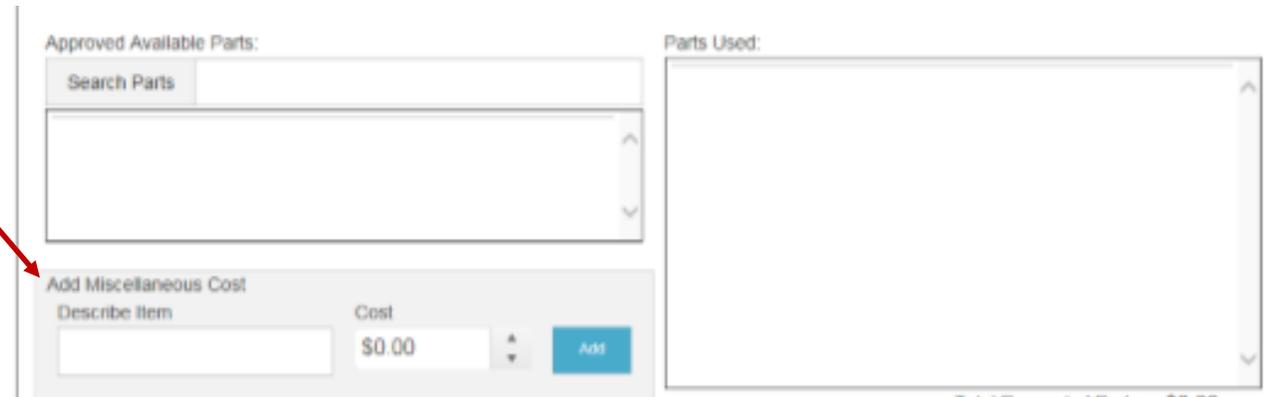
Failure to add them will bring on delays in full payment.

- If doing a replacement transmission
 - Select the transmission
 - Add it to Parts Used
- If doing an internal repair you can search
 - Select the parts
 - Add to Parts Used

A screenshot of a software interface for entering parts used in a repair. The interface is divided into two main sections: "Approved Available Parts" and "Parts Used".
The "Approved Available Parts" section contains a search bar labeled "Search Parts" and a large empty list box below it. Below this is a section for "Add Miscellaneous Cost" with a "Describe Item" input field, a "Cost" input field set to "\$0.00", and an "Add" button.
The "Parts Used" section is a large empty list box on the right side of the interface.

Entering the Parts Used in the Repair Cont.

- If you have any addition Cost Items
 - Add them in the add Miscellaneous cost
 - Pick up charge, for example
 - This is judged on a case by case basis
 - You will need to provide Justification
 - Add your justification in the comment section
- It is best to get Pre-Approval for the charge
- For questions or to get pre-approval contact the service department salesrvc@tufftorq.com or 423.585.2000 ext. 180
- Tuff Torq reserves the right to limit or deny charges

A screenshot of a web-based repair control interface. It features two main sections: "Approved Available Parts" and "Parts Used". The "Approved Available Parts" section includes a search bar labeled "Search Parts" and a list area. Below this is a section for "Add Miscellaneous Cost" with a "Describe Item" field, a "Cost" field set to "\$0.00", and an "Add" button. The "Parts Used" section is a large empty box for listing used parts. A red arrow points from the text "Add your justification in the comment section" in the list to the "Describe Item" field in the "Add Miscellaneous Cost" section.

Final Claim vs. Pre-Approval Claim

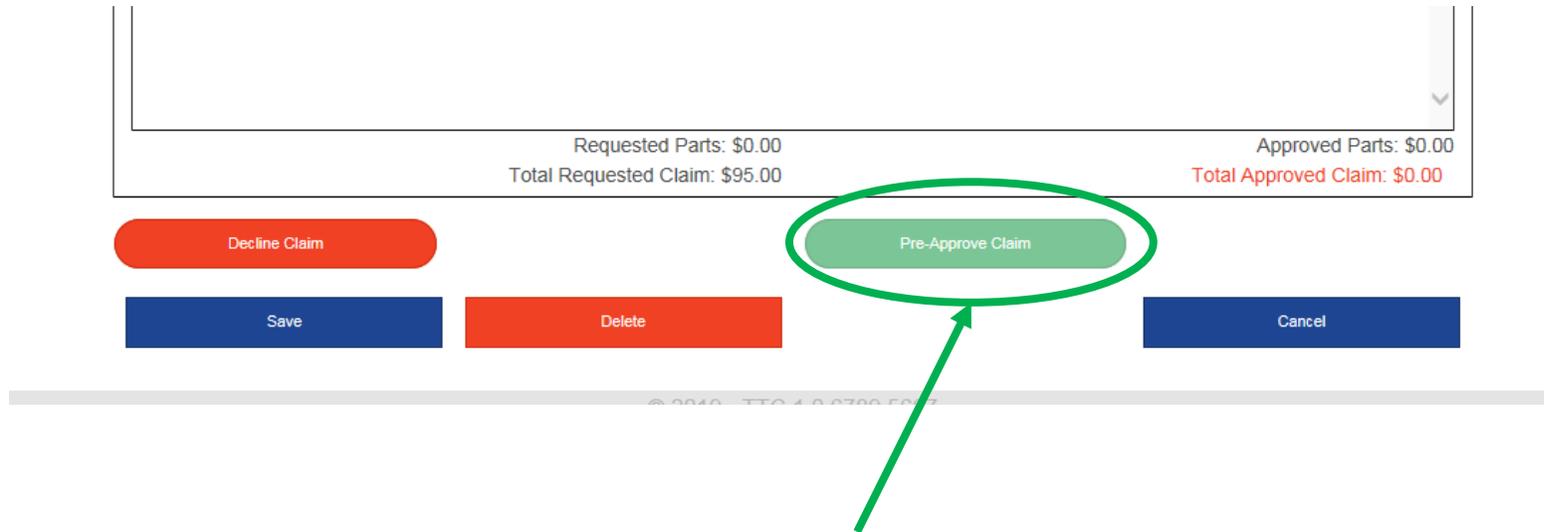
Submit for Pre-Approval

Submit as Final Claim

Cancel

- When all the **red** boxes in the form have turned **black** and it says “YES” in the “Within Warranty” section for the Serial Number>
 - “Submit as Final Claim”
 - Otherwise you will have to click “Submit for Pre-Approval”
- Pre-Approval is for units that are outside of warranty
 - Very few hours on the tractor and just outside of warranty
 - Or for parts that did not work or had issues when received
 - Like a repair kit that is not working, for example

Once the Pre-Approval Claim is Approved



After it is approved Click the “Pre-Approval Claim” Button and it will process the claim and allow you to move it to the “Approved” claim tab. Otherwise, it will sit in “Pre-Approval” until it is moved.

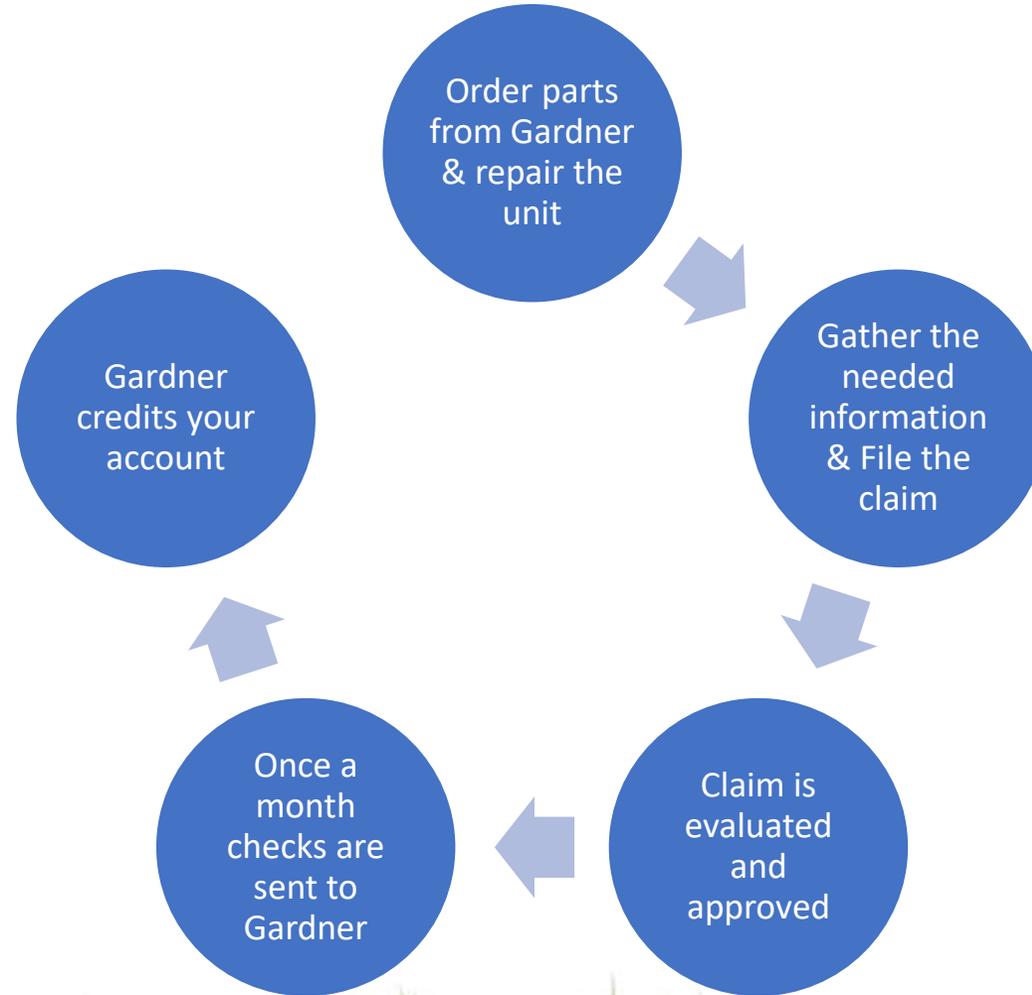
Advice to make the claim filing process Smooth

- Gather all the needed information First before filing claim
- Serial number is the key! If not entered or entered wrongly the claim will be denied
- Make sure to express the issues in great detail
- Keep in mind this is a process it is not instantaneous.
- Do not forget to move your Pre-Approved claims to the approved tab

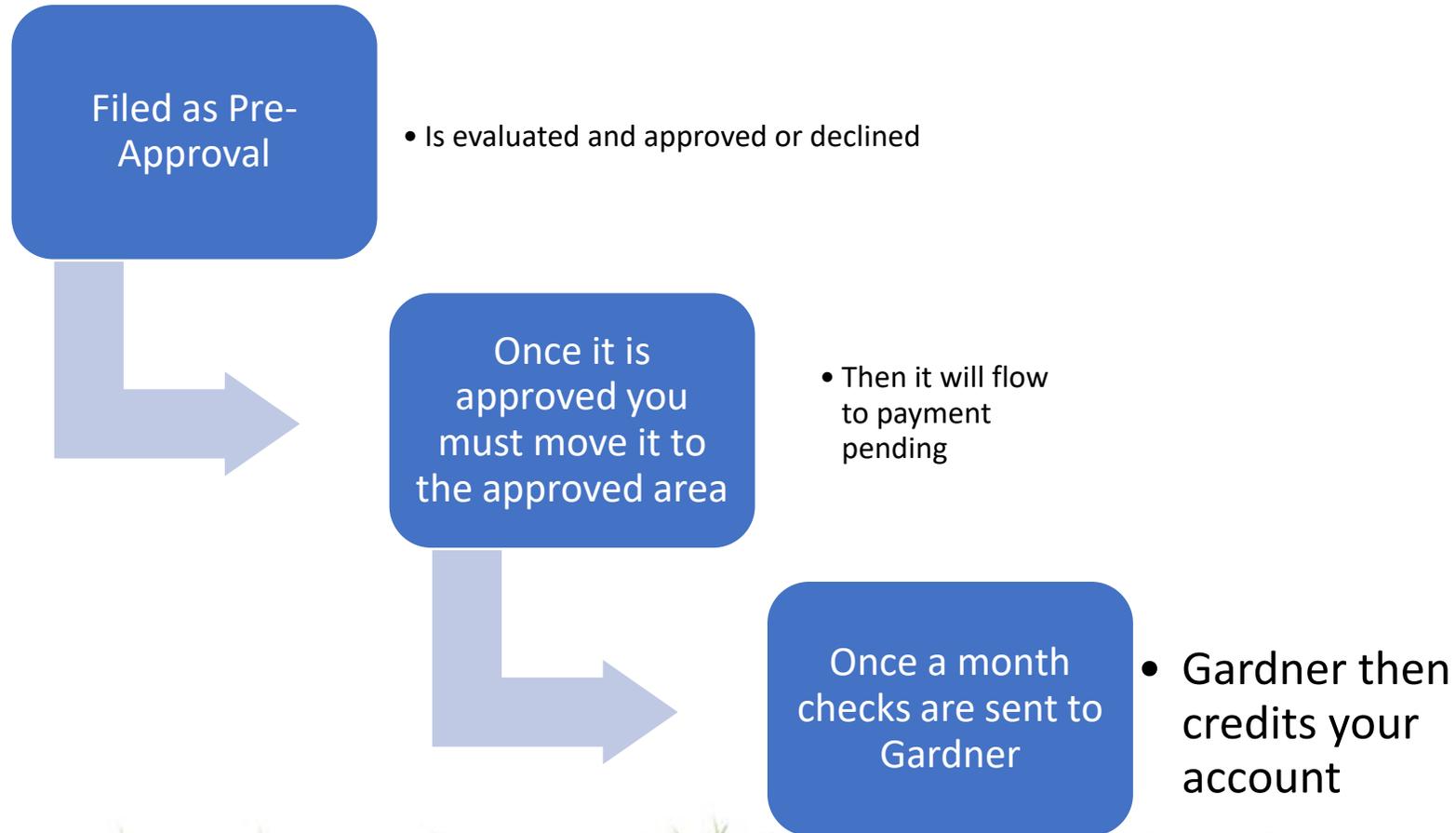
The Warranty Procedure For Final Claim

- The Claim resides in “Approved” tab
 - It is moved into the “Pending Payment” when a check is sent to Gardner once a month
 - The Claim then resides in the “Paid” tab
- Gardner credits your account from the check they receive
 - You may request payment rather than credit*
 - Contact Gardner at 877-531-2827 or creditdept@gardnerinc.com.*
- After claims are in the “Paid” tab contact Gardner for issues or concerns

The Warranty Procedure For Final Claim



After you Click Submit for Pre-Approval





Pertinent Information From the Dealer Manual

Tuff Torq Corporation (TUFF TORQ®) warrants that TUFF TORQ® products shall be of good quality and free from defects in material and workmanship. TUFF TORQ® will repair or replace, free of charge, any part or parts of the product that are defective in material or workmanship or both. This warranty is effective for the time periods and subject to the conditions provided in this policy. Transportation charges on parts submitted for repair or replacement under this warranty must be borne by the purchaser.

NO OTHER EXPRESS WARRANTY EXISTS. IMPLIED WARRANTIES, INCLUDING THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO TWO (2) YEARS FROM DATE OF PURCHASE, OR TO THE EXTENT PERMITTED BY LAW. ANY AND ALL IMPLIED WARRANTIES ARE EXCLUDED. LIABILITY FOR CONSEQUENTIAL DAMAGES UNDER ANY AND ALL WARRANTIES ARE EXCLUDED TO THE EXTENT THE EXCLUSION IS PERMITTED BY LAW.



Pertinent Information From the Dealer Manual, Cont.

1. Warranty Period

The warranty period shall start on the date of purchase by the original buyer. Proof of purchase or valid registration is required to verify original purchase date. Please attach proof of purchase to online warranty claim if available.

EQUIPMENT TYPE	USER TYPE	NEW EQUIPMENT (MONTHS)	SERVICE PARTS MONTHS
LAWN TRACTORS	RESIDENTIAL	24	3
	COMMERCIAL	3	3
GARDEN TRACTORS	ALL	24	3
ZERO-TURN MOWERS	RESIDENTIAL	24	3
	COMMERCIAL	24	3

*Spartan Transmissions are 3 years for warranty





Pertinent Information From the Dealer Manual, Cont.

2. Non-Warranted Conditions or Items

There are conditions or items that shall not be warranted. These are defined as any failure not caused by defects in material or workmanship including but not limited to the following:

- A. Incorrect installation or installation by non-authorized servicing dealer.
- B. Misuse or overloading beyond approved specification, negligence, or accident.
- C. Modification without prior approval from TUFF TORQ®.
- D. Use of non-TUFF TORQ® genuine parts for repair.
- E. Consumable and/or normally wearing materials such as lubricants, grease, brakes, etc.
- F. Costs of normal periodic maintenance. Example of normal periodic maintenance includes the following, but is not limited to:
 - i. Oil
 - ii. Cleaning of exterior surfaces
 - iii. Lubrication of the input shaft
 - iv. Applying anti-seize in keyways, hubs and axles



Pertinent Information From the Dealer Manual, Cont.

Labor Time Limits

EQUIPMENT TYPE	ZERO-TURN	LAWN TRACTOR	GARDEN TRACTOR
TUFF TORQ MODEL	TZ300/350, TZ400/450, TZT7, TZT13, TZT1310	T36, T40, K46, K57/574, K58, K62	K66/K664, K72, K92, 294, KXH10, KTM10, KTM13
EXTERNAL REPAIR	1 HOUR MAX	1 HOUR MAX	1 HOUR MAX
INTERNAL REPAIR	2.5 HOURS MAX	2.5 HOURS MAX	3.0 HOURS MAX
REMOVE & REPLACE	1.5 HOURS MAX	1.5 HOURS MAX	2.0 HOURS MAX

**Model list is subject to change. If you are unsure of the model to be repaired, please contact TUFF TORQ®.

* Includes 1/2 hour for inspection and troubleshooting. Examples of external components are control levers, pulleys, oil seals etc.



Pertinent Information From the Dealer Manual, Cont.

b. Labor Rate Reimbursement

The dealer shop labor rate will be the posted shop labor rate registered by dealer at time of dealer authorization.

c. Parts Cost Reimbursement

TUFF TORQ® will reimburse parts cost at a rate of Dealer purchase price plus 15%. This 15% covers miscellaneous expenditures such as administration, packaging, duties, dealer service charges, carriage (outbound freight) to dealer, etc. Tuff Torq reserves the right to adjust rates at any time.

d. Shipping Charges

TUFF TORQ® will reimburse shipping 100% for the return of the transmission or transaxle when requested by TUFF TORQ® for inspection and evaluation. Only under special circumstances will TUFF TORQ® reimburse shipping to dealer and this shall be pre-approved and entered as a miscellaneous shipping charge on the warranty claim. The maximum allowable is \$10.00.



Pertinent Information From the Dealer Manual, Cont.

e. Warranty and Claim Reimbursement

The callback process is outlined in the warranty claims system. After the unit has been inspected, analyzed, and TUFF TORQ® finds the warranty return not to be TUFF TORQ® responsibility; the warranty claim will be denied and the transaxle will be returned, if requested, at the expense of the Authorized Servicing Dealer or scrapped after (60) days. Authorized Servicing Dealer shall be notified by email of denied claim with a detailed description of the reason for denial within (15) days.



Pertinent information from the Dealer Manual, Cont.

Submission Requirements

All warranty claims shall be submitted via the online warranty system. Authorized Servicing Dealers shall use their own individual login information provided. Claims will be limited to the terms of this statement of warranty and require the following information:

- a. All claims shall be submitted within 15 days of the repair date. (Claims will automatically be denied if not submitted within this period).
- b. Validated TUFF TORQ® Serial number for failed product.
- c. Actual date the transmission or transaxle was sold and put into service. Proof of purchase or registration date is required, otherwise the claim may be denied. This should be scanned and attached to the claim if available.



Pertinent Information From the Dealer Manual, Cont.

Submission Requirements

- d. Customer contact information (Name, Address, Phone Number, and Email) if available or allowable by law.
- e. Date of failure.
- f. Date of repair.
- g. Actual or estimated usage hours.
- h. Type of machine and machine manufacturer.
- i. Description of defect to include the original customer complaint, investigation results, and corrective action from dealer for the actual cause of failure. Please note, that descriptions like "defective transaxle" or "will not run" are not acceptable forms of explanation and may cause the claim to be rejected. There is a minimum 150 character description required to submit a claim. Claims with repeated characters and minimal descriptions may be declined.



Pertinent Information From the Dealer Manual, Cont.

6. Parts Retention

All parts for each claim shall be retained by the Authorized Servicing Dealer for a minimum of 45 days from the claim submission date.

7. TUFF TORQ® Response Time

Every effort will be made for a quick response to all claims and warranty issues. Claims will be evaluated within 30 days of submission.



Pertinent Information From the Dealer Manual, Cont.

Claims Procedure

1. Claims submitted to TUFF TORQ® shall be submitted in electronic format through the claims portal at <https://claims.tufftorq.com>.
2. A validated serial number and valid proof of service date is required to submit a claim. No claims can be entered without this verification into the portal.
3. All claims shall be submitted to TUFF TORQ® within 15 days of repair date.
4. All claims will be processed and judged per the Statement of Limited Warranty.
5. TUFF TORQ® reserves the right to reduce or decline claims which do not conform to the warranty policy and requirements.
6. Labor rates will be strictly adhered to based on agreements with Authorized Servicing Dealer during the registration process. Any changes in labor must be agreed to in writing by Central Distributor and TUFF TORQ®.

Contacts to answer your questions

Tuff Torq Warranty Questions:

- ❑ 423.585.2000 ext. 180 to get to the Service Department
- ❑ Email salssrvc@tufftorq.com
- ❑ 423.317.2312 Gill's direct line for specific questions
- ❑ Gill's direct email ggraham@tufftorq.com



For your Notes





“Our mission is to provide a secure future for our employees, benefit the community and the environment while providing our customers the highest value off highway power train solutions in the world.”