

UTG TuffBilt Replacement Rubber Track No Hassle Pro Rated Warranty Policy

Eligibility

All new rubber tracks purchased and installed on the specified machine as listed on original authorized UTG Parts Group distributor invoice.

Coverage

UTG TuffBilt Replacement Rubber Tracks for mini excavators are warranted for a period of 18 months, against defects in material and workmanship. For compact track loaders and multi terrain loaders the warranty coverage period is 12 months. UTG TuffBilt tracks that become inoperable or unusable as a result of a defect in material or workmanship within this warranty period will be eligible for warranty coverage. Any UTG TuffBilt track that is deemed to qualify for warranty coverage will be, at the discretion of the authorized UTG Parts Group distributor, replaced, or allowance given toward purchase of replacement UTG TuffBilt track. Warranty coverage begins as of invoice date.

The warranty is limited to the invoice value of the track. Warranty does not include any consequential damage caused by defective rubber tracks.

Pro-Rated Warranty

This warranty is prorated, and credits the purchaser a percentage towards the purchase of a replacement UTG TuffBilt rubber track, based on service life unused at time of track failure, as determined by authorized UTG Parts Group distributor. Credit value is based on current list price, or determined price at time of purchase, whichever is less. Discount percentage will be determined at time of claim.

Excluded from Coverage

- Any use or application that is deemed improper by authorized UTG Parts Group distributor.
- Damage from misuse, negligence, alteration, accident, overload, misapplication, or resulting from poor mechanical condition or adjustment on the machine.
- Minor cosmetic defects such as surface cracks, splits, and other superficial distress that may impact track appearance but does not render the track unusable or measurably diminish overall service life.
- Labor, transportation, or downtime costs related to track replacement.

No Hassle warranty claim

To submit a UTG TuffBilt warranty claim follow the simple steps below:

1. Notify the authorized UTG Parts Group distributor where the track was purchased immediately when defect or failure becomes apparent.
2. The distributor will send you a No Hassle claim form to be filled out and returned.
3. Complete the claim form and take digital photos as per instructions on claim form.
4. Submit form and photos to distributor. The claim will be reviewed and processed immediately. The distributor will contact you, and if track is deemed eligible for warranty coverage any applicable discount will be immediately available to be applied to the purchase price of a replacement UTG TuffBilt track.