

# FARM FOREST

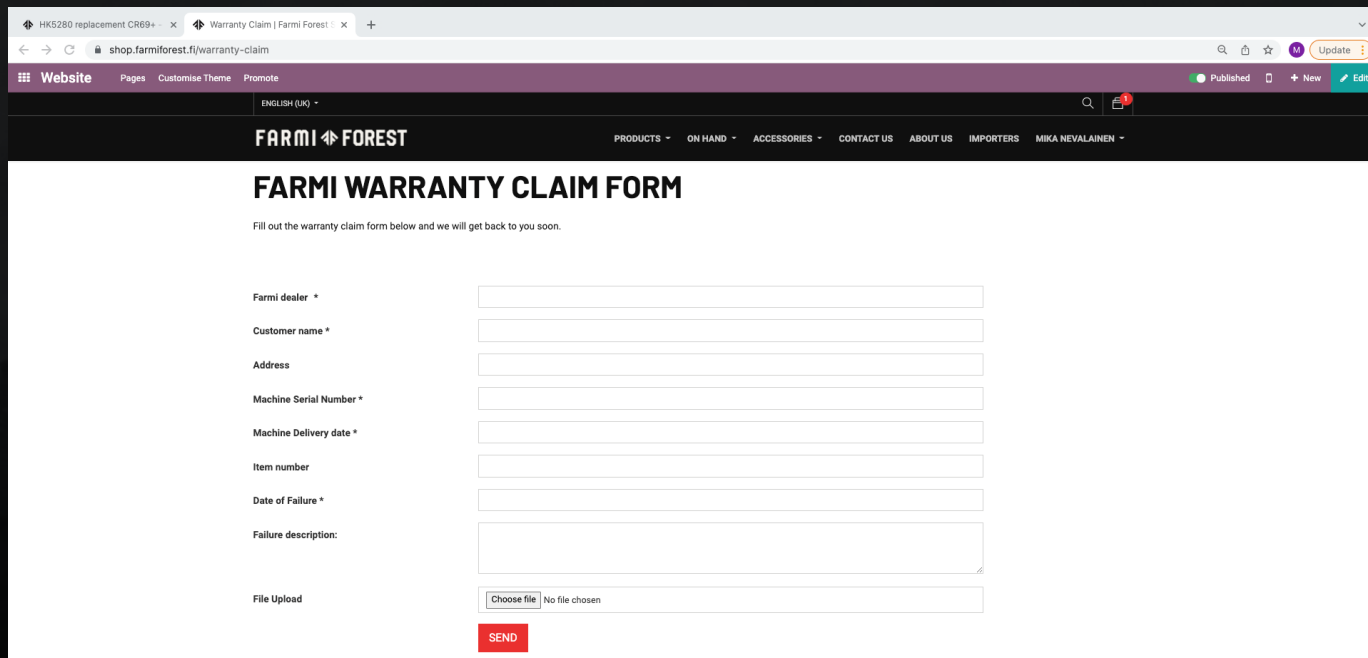
**WARRANTY POLICY**

**Issued 2022**

<p><b>1. WARRANTY PERIOD</b></p>	<p>Farmi is liable to defects which appear within a period of <b>twelve (12) months</b></p>
<p><b>2. NOTIFICATION OF DAMAGE</b></p>	<p>The purchaser shall without delay and in no case <b>not later than two (2) weeks, notify Farmi or its authorized dealer about the defect. If the purchaser does not notify Farmi of a defect within two weeks, he shall lose his right to have the defect remedied.</b></p> <p>If there is reason to believe that the defect may cause other damages, the purchaser shall cease using the product!</p>
<p><b>3. FARMI'S LIABILITY FOR DAMAGES</b></p>	<p><b>Farmi is liable only for defects which appear under the conditions of under proper use of the product.</b></p> <p>Farmi's liability does not cover defects arising from <b>faulty maintenance, incorrect operation, technical alternations carried out without Farmi's consent in writing.</b></p> <p>Farmi's liability does not cover <b>normal wear and tear or deterioration.</b></p>

## 4. WARRANTY CLAIM FORM

The warranty claim can be submitted through Dealer Web Portal <https://shop.farmiforest.fi/warranty-claim>



The screenshot shows a web browser window displaying the 'FARMI WARRANTY CLAIM FORM' page. The browser's address bar shows the URL 'shop.farmiforest.fi/warranty-claim'. The website's navigation bar includes 'Website', 'Pages', 'Customise Theme', and 'Promote'. The main header features the 'FARMI FOREST' logo and a menu with 'PRODUCTS', 'ON HAND', 'ACCESSORIES', 'CONTACT US', 'ABOUT US', 'IMPORTERS', and 'MIKA NEVALAINEN'. The form itself is titled 'FARMI WARRANTY CLAIM FORM' and includes the instruction: 'Fill out the warranty claim form below and we will get back to you soon.' The form fields are as follows:

- Farmi dealer \***: A single-line text input field.
- Customer name \***: A single-line text input field.
- Address**: A multi-line text input field.
- Machine Serial Number \***: A single-line text input field.
- Machine Delivery date \***: A single-line text input field.
- Item number**: A single-line text input field.
- Date of Failure \***: A single-line text input field.
- Failure description:**: A multi-line text input field.
- File Upload**: A file selection button labeled 'Choose file' and a status indicator 'No file chosen'.

A red 'SEND' button is located at the bottom of the form.



**4. WARRANTY  
CLAIM FORM**



We will accept the warranty claim in handling if it arrives to Farmi Forest in four (4) weeks after the date of failure.

When filling up the warranty claim form, the following information is required:

- Farmi Dealer name and address
- Customer Name
- Machine Serial Number
- Item number
- Date of failure
- Failure description
- Picture and/or video attached

**5. WARRANTY  
COSTS**

- DETERMINED BY FARM! FOREST WARRANTY COSTS DOCUMENT (versio 1.0) IF NOT AGREED SEPARATELY IN FOREHAND

# WARRANTY PROCESS

FARMI  FOREST

