

CIS Regional Distribution Center- Limited Rubber Track Warranty

This warranty applies only to rubber tracks that are supplied as a “special order” (non-inventory) for the customer. By providing this option, CIS is limited to the warranty coverage as provided by the specific vendor and/or manufacturer, and therefore any warranties will be those of the specific vendor and/or manufacturer that the tracks were purchased from.

The CIS Branded TraxPower Rubber Tracks warranty will not apply.

- CIS Regional Distribution Center Rubber Tracks for Excavators and Mini-Excavators carry a one year limited non-prorated warranty against manufacturer’s defects, as stated by the specific vendor and / or manufacturer.
- CIS Regional Distribution Center Rubber Tracks for Skid Loaders and Dump Carriers carry a six-month limited non-prorated warranty against manufacturer’s defects, as stated by the specific vendor and / or manufacturer.
- The Warranty period begins at the date of invoice from CIS, Inc.
- Warranty does not cover misuse or abuse.
- Warranty does not cover use in rock or stone that is larger than gravel found in most residential driveways.
- Warranty does not cover use in demolition of any type.

Warranty Claim Process:

- In the event of a track failure, notify CIS Rubber Tracks immediately at 865-379-9705 or e-mail to order.desk@cisinc-usa.com

You will need to provide detailed pictures of the track failure. 1-Picture of the complete track. 2-Picture of the size. (Stamped on the inside of the track) 3-Picture of the serial number. (Stamped on the inside of the track) 4-Picture of the defect

If more than one track is involved, please mark each as to left and right, or 1 and 2 before taking the pictures. Make sure that these markings appear in each picture, or send two different emails, one for each side.

Please set your digital camera on the lowest setting.

In most cases warranty is advised immediately after receiving the required pictures. Additional pictures may be required on some warranty claims.

- In any event the customer is responsible for the freight on any failure over Thirty days from the date of invoice.

Regional Distribution Center reserves the right to qualify any claim under this warranty.

Cis Rubber Tracks and/or Consolidated Inventory Supply, Inc., reserves the right to qualify any claim and to discontinue and / or modify this warranty at any time, for any reason.

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