



# Seneca Dairy Systems, LLC

## Warranty Certificate



### Huber Technik Soft Bed 4GS Top Cover & Agglorex Foam Sheet Mattress Systems

**H**uber Technik soft Bed 4GS Top Covers and Agglorex Foam Sheets represent the highest quality cow mattress system on the market today for dairy cow barns.

**A**ll Huber Technik Soft Bed 4GS Top Cover and Agglorex Foam Sheet Mattress Systems sold by Seneca Dairy Systems LLC, or by an authorized dealer of and for Seneca Dairy Systems LLC, shall be warranted against manufacturer's defects AND shall be warranted against excessive wear that may affect its usability, safety to animals or decrease the cow comfort level of the mattress system, for a period of 10 years from the date of purchase when installed as a free stall system mattress and 5 years from the date of purchase when installed as a tie stall mattress, providing the following terms and conditions are met.

**F**or the purposes of this document, Seneca Dairy Systems LLC shall hereafter be referred to as "SENECA" and the Huber Technik soft Bed 4GS Top Cover and Agglorex Foam Sheet Mattress System shall be simply referred to as "Mattress" or "Mattress System".

#### TERMS AND CONDITIONS:

Manufacturer Defect – A manufacturer's defect occurs when the mattress has early failure due to improper manufacturing techniques or if the mattress has a visible defect or is in a damaged state when it arrives at the job site. Obvious defects and damage must be indicated prior to installation. If damage or defects are noticed upon arrival, do not sign the bill of lading. SENECA will not accept responsibility for damaged product after it is signed for.

Excessive Wear defined – Excessive Wear consists of tears in the top cover caused by cow's hooves, holes worn through the top cover and/or the degrading of the foam core. Thinning of the top cover does not automatically constitute a warranty issue and needs to be evaluated by SENECA or an authorized SENECA representative to make a determination. Normal wear and tear is not subject to warranty. Sporadic optical failures on the bottom or top surfaces do not affect the use or durability of the product and are not covered under warranty.

Installation – Mattress Systems must be installed by a SENECA approved contractor and/or according to the installation instructions and standards approved by SENECA.

Timely reporting – It is the responsibility of the customer to report any defect or warranty claim as soon as it is recognized so it can be repaired or replaced. Any further damage caused or compounded due to failure to report an initial instance in a timely manner will not be covered under warranty.

Proof of purchase – Any warranty complaints must be accompanied by the original invoice.

Depreciation – A mattress installed in a free stall system will be covered at full invoiced value for a period of 5 years from the date of purchase. Every year thereafter shall be pro-rated at a rate of 17% each year. A mattress installed in a tie stall will be covered at full invoiced value for a period of 2 years from the date of purchase. Every year thereafter shall be pro-rated at a rate of 25% each year.

Reimbursement method - SENECA reserves the right to refund, replace or repair warranty claims.

Extent of repair or replacement – SENECA reserves the right to repair or replace either all or only the part of the Mattress meeting warranty criteria.

Non-covered items and services – Warranty covers material only, and does not include labor or shipping.

Non-transferable – This warranty is non-transferrable and shall be in effect for a period of 10 years for free stall application and 5 years for tie stall applications OR until sold by purchaser to a third party, whichever comes first.

No relocation – Uninstalling and reinstalling a mattress in another location will void the warrantee. Mattresses are not designed to be moved from place to place.

Supporting documentation and information - In order to properly apply this warranty in good faith and in a timely manner, it may be necessary for the customer to supply photos or other identifiable methods for resolving a warranty issue. Any effort to change or intentionally inflict damage to a Mattress in an attempt to get reimbursements will void all warranties. If SENECA believes this Mattress to be tampered with, we may ask for additional records, data and may request audience with all employees or anyone associated with the mattress in question.

Liability - SENECA will not be held liable for any damage or accident occurring from the failure of this product.