Farming Equipment
JUPIDEX®
Member of the PLENNEGY GROUP

DEALER WARRANTY CONDITIONS

July 2025

Warranty Registrations

i. Dealers should register all implements sold within 14 working days of delivery to the end user. This should be done on the Jupidex dealer portal (https://jupidex.co.za/dealer-portal/) with the requested details as per the mandatory fields. The **Jupidex PDI form** must be completed during the delivery process with the necessary details and uploaded during the registration process. Dealers will also be required to upload photos of the registered implements for the factory warranty registration procedure. Jupidex equipment sold to an end user that are not registered in the correct manner and in the time prescribed will subject to void of warranty.

One Year Inspections – Kverneland Specific

i. In the event of a 24-month warranty period as indicated by the manufacturer warranty terms of Kverneland. The One – Year Check is compulsory to activate the 2nd 12-month term of the product's warranty. The completed inspection form with at least 1 machine picture and 1 serial plate picture will be sent to Jupidex before the first 12 months of warranty has expired to successfully activate the 2nd 12 months term.

Warranty Claim Procedure

i. The dealer shall inform Jupidex in writing of any claims under a valid warranty within 14 days from the date of repair. This information shall be given by loading a claim on the Dealer Portal with a comprehensive explanation of the failure/fault and repair details including photos and spare parts invoices as per the mandatory fields. Failure to meet this time limit will cause the claim acceptance rate to decrease or to be rejected.

ii. Jupidex will respond within 14 days upon receipt of the dealer warranty claim submission via the dealer portal. When the claim is submitted in any other manner, Jupidex will respond within 30 days.

iii. The dealer will be notified of a denied claim in writing. The dealer has the right to appeal this claim and must do so within 30 days of the denial notification. If there has been no appeal within the 30-day period, the claim will be considered closed.

iv. Jupidex will settle any valid claims within 60 days after the dealer submission notification, provided all necessary documents and information was provided. If the valid claim is submitted in any other manner, it will be settled within 90 days.

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Warranty Claim Procedure: Handling Defective Parts

i. The dealer shall retain any defective part for a minimum period of 2 months, following the submission date of the warranty claim to allow inspection by Jupidex.
ii. The dealer shall return the defective part to Jupidex, without delay and only if requested to do so, at the dealer's cost.

Warranty Repair Service

i. Unless agreed otherwise, the dealer will be responsible for performing any work arising because of a breach of the warranty. This work can be performed at the dealer's or customer's place of business and will be reimbursed by Jupidex at the agreed upon rates.
ii. Before undertaking any warranty work, other than the agreed method of repairs, the dealer shall supply reasons and estimated costs with Jupidex.

Other Provisions

i. Reimbursement of parts used in warranty repairs will only be credited when the parts are purchased from Jupidex, and the work was completed by a qualified technician.
ii. Repair times will be reviewed by Jupidex and may be adjusted to fit in with average repair times required for similar repairs.
iii. All travel expenses and consumables other than listed on the manufacturer's conditions are for the dealer's account.

Please Note

▪ Travel expenses, consumables, sublets, outwork, wearing parts, or any items subject to maintenance as per the operator's manual of each machine, are not covered by the warranty conditions.
▪ Labour will be paid at the agreed rate per hour as communicated to the dealer at the start of each financial year.
▪ Claims must always be submitted in English.
▪ The reference numbers will be generated by the Jupidex submission system online and will be used to reference each individual claim.
▪ **A workshop invoice cannot be accepted as a claim.**

Please ensure to refer to the warranty conditions section on the dealer portal for all terms and conditions per manufacturer. (https://jupidex.co.za/dealer-portal/)

Kind Regards,
Christopher Laubscher
Technical Manager