Global Track Warehouse

P’Tracks for Compact Track Loaders and R’Tracks

All new rubber tracks purchased direct from Global Track Warehouse are subject to pro rata warranty coverage.

Terms of Coverage.

Global Track Warehouse warrants against defects in material and workmanship in the event the tracks become unusable as a direct result of such defect. Eligible warranty periods for Skid Steer Loaders, Positrac, and all R’Tracks are for a period of 6 months from invoice date. Warranty claims made within the eligible period will be at the discretion of the Global Track Warehouse engineer who will deem if the claim qualifies under the terms of warranty coverage and will be for allowance given towards the purchase of replacement tracks. Warranty coverage is limited to the invoice value of the tracks. The Warranty is pro rata, and credits the customer with a percentage towards the purchase of replacement track or tracks based on the unused service life as of the time of track failure as determined by the Global Track Warehouse engineer. The credit will be valued on the current list price of the track only and does not include the freight or other associated costs. The discount percentage will be determined at the time of claim qualification.

Exclusions from warranty

Any use or damage from misuse, negligence, alteration, accident, overload, misapplication, or resulting from poor mechanical condition or repair of the machine to which the track is applied that is deemed to be improper by the Global Track Warehouse engineer shall be excluded from warranty coverage. Minor cosmetic defects such as surface cracks, splits or other superficial distress that may impact the tracks appearance BUT does not render the track unusable or diminish the overall service life shall also be excluded. Labor, transportation or down time related to track replacement is excluded.

Claim Procedure

Notify the sales representative from which the track was purchased immediately when failure is detected. The sales representative will complete a form with all the information you supply during your phone call. The representative will require you to supply photos of the serial number, size and the apparent failure of the track for submission to the engineering department. Once the engineers have received and reviewed all the relevant information, the representative will be advised if the failure is deemed to qualify for warranty and the applicable discount will be immediately available to offset the cost of the replacement track.