



## The Godwin Group Warranty Procedure

Please note: No warranty repair or invoice will be considered unless authorization has been obtained from and Authorization to Return/Repair (ATR) number has been issued by the Godwin Group warranty administrator.

[www.godwingrouponline.com](http://www.godwingrouponline.com)

[warranty@godwin-group.net](mailto:warranty@godwin-group.net)

1-800-892-0181

Fax# 910-892-7402

Godwin Group warrants only products manufactured and/or installed at one of its five locations:

Godwin Manufacturing Co. Inc.  
17665 US Hwy 421  
Dunn, NC 28334

Champion Hoist  
200 Champion Dr.  
Dunn, NC 28334

R/S Godwin  
5168 US Hwy 23 S  
Ivel, KY 41642

Galion-Godwin  
7415 Peabody Kent Rd  
Dundee, OH 44624

Williamsen-Godwin  
1925 Indiana Ave  
Salt Lake City, UT 84104

Good Roads  
17665 US Hwy 421  
Dunn, NC 28334

Or at its authorized installer:

All Current Distributors

In cases where product failure occurs due to defects in materials and/or workmanship; within the limitations set forth by the Godwin Group limited warranty and during the warranty time period, a claim must be filed within thirty (30) days of such failure.

If the manufactured item was purchased through a dealer, please contact the dealer and they will coordinate with Godwin Group if the defect is warrantable. Other users may contact the Warranty Administrator directly using the information above.

Godwin Group will make the following allowances to authorized distributors:

1. In an effort to reduce distributor's freight cost, Godwin Group may choose to have the defective part scrapped at the Distributor location. In such cases, the distributor may be required by the Warranty Administrator to provide photographs of the part(s) in question along with the submission of the warranty claim. In cases where the part has an identification/serial number tag of its own (in addition to the Godwin Group serial number on the equipment itself) that information must also be included with the warranty claim. The part(s) must be retained by the distributor until such time as the warranty claim has been finalized.
2. Godwin Group will provide an Authorization to Return/Repair number when the Warranty Administrator determines an issue meets the conditions of a warrantable failure. Any returned material must be clearly labeled with this number on the shipping label and packing slip. Parts received without this identification number will not be credited.
3. Parts to be warranted must be received within fourteen (14) days of shipment of replacement part. Parts not received within this time period will not be credited and the distributor will be charged for the replacement component unless prior arrangements have been made with the Warranty Administrator for consideration of extenuating circumstances.
4. Components of Godwin Group manufacture which are returned and determined upon our inspection to be defective in materials and/or workmanship will be credited and/or repaired/replaced at no charge. Freight charges are to be submitted on the claim form. Please note: additional charges will not be paid for expedited shipments of replacement parts.
5. All freight collect shipments of returned materials will be refused.
6. Vendor made components must be returned for warranty consideration either to the component manufacturer or to Godwin Group Warranty department in

Dunn, North Carolina. Godwin Group Warranty Administrator will determine the ship-to location. Prior to returning these components, shipping arrangements must be made by contacting the Warranty Administrator for an ATR number.

7. Repairs are to be performed solely with parts manufactured, rebuilt, or supplied by Godwin Group, exclusively by authorized repair shops. Warranty will not be allowed when other manufacturer's replacement parts are used, or when performed by other than a Godwin Group approved repair shop unless authorized by Godwin Group Warranty prior to beginning repairs. (See #8 for details on conditions for prior approval)
8. Distributors may arrange with Godwin Group warranty to perform the repair(s) themselves. In these cases, Godwin Group will credit the distributor for the cost of labor incurred in replacing defective components based on the labor rate of \$75.00 per hour for manufacturer's suggested hours. No additional time will be allowed unless a full explanation is furnished as to possible extenuating circumstances and prior approval has been obtained.
9. In cases where there is no authorized repair shop of distributor at hand to perform repairs, Godwin Group will arrange either to transport the unit to the nearest authorized repair shop/distributor or Godwin Group facility; whichever is most convenient. Owners may choose to have repairs performed elsewhere, however reimbursement of labor charges will be according to the stated rate as listed above and the repair may not be covered by the warranty.
10. Warranty consideration for repairs submitted by the distributor will be allowed according to the stated labor rate only. Any difference in charges invoiced will be the responsibility of the distributor
11. No credit for labor hours/parts will be issued for replacement of components that our inspection subsequently shows not to be defective.
12. No allowance will be made for travel time spent by the distributor to perform repairs.
13. No allowance will be made for towing charges
14. Godwin Group will investigate all claims submitted within the warranty period for the unit in question. If the claim is authorized an ATR number will be issued. If the claim is rejected, a letter indicating the reason will be returned to the distributor.
15. The Godwin Group will not be responsible for any rental charges while equipment is not in use due to warranty claim.