

# Performance Guarantee



## Parts

- All Hyundai/Linde and TVH parts purchased from Hurricane are guaranteed for twelve months (Freight, labour and consumable parts excluded).

## Service

- For HMP (Hurricane Maintenance Plan) customers Hurricane provides 24/7 service using factory trained technicians. Hurricane will respond to your emergency call within 6 hours or the first hour of labour is free.
- HMP service calls will be scheduled within 30 business days of the due date or the first hour of labour is free.
- Hurricane guarantees to keep you informed as to repair status of your equipment.

## Rental

- Hurricane has over 60 units in our standard rental fleet. If we are unable to supply a rental unit to HMP customers with reasonable notice from our fleet on the date needed, we will provide a certificate for one day free rental for a future rental. (Freight excluded).

## Equipment Sales

- We stand by our refurbished forklifts offering a limited warranty of four months or 500 hours, whichever comes first. (Refer to Warranty Certificate for inclusions and exclusions).
- If any new or refurbished forklift does not perform as represented during its first 30 days, and Hurricane does not remedy the situation, we will buy it back at the full purchase price (excl freight).
- We support Hyundai (3 yr. /4,000 hr.) and Linde (up to 5yr/10,000 hr) limited factory warranty programs. Extended warranties are available.

## Fleet Management

- After performing Hurricane's Fleet Survey and analysis we will present our Fleet Plan that guarantees at least (15%) cost savings in the first year.
- Utilizing customized quarterly analysis Hurricane commits to continuous improvement in your total cost of ownership. There will no hidden costs or surprises. No exceptions.

## Commitment

- We promise to return all calls and respond to email inquiries within 8 business hours. We want you, our customer, to have superior quality products that will assist you in your material handling needs.
- Hurricane staff has the authority to solve problems. If a concern remains after 48 hours, your issue will be placed on the department manager's desk with a copy to the President, Chief Operating Officer and Vice President.

**"Exceptional partners earning loyalty through extraordinary service"**

*John Patterson*

President & CEO

*James Thomson*

Chief Operating Officer

*Helen Elliott*

Vice President

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