



Husqvarna Automower® Crown Commitment™ Satisfaction Guarantee

Husqvarna is pleased to offer a 60-day money-back guarantee on Husqvarna Automowers. If a customer is not satisfied with his / her purchase, the product may be returned to the original Husqvarna selling dealer for a full refund or store credit towards the purchase of a new Husqvarna product from that dealer.

Sixty-Day Money-Back Guarantee Return Procedures

You must be an authorized Husqvarna Servicing Dealer and properly display Husqvarna Products. Dealers must follow these guidelines for processing the return or exchange of a qualifying Husqvarna Automowers under the 60-day money-back guarantee:

- To receive a proper credit the dealer must complete the Automower Crown Commitment™ Claim Form and include the customer's reason for returning the product by checking the appropriate box.
- Attach the following items to your claim; a copy of the original sales receipt, installation receipt and the return receipt, with the customer's name and contact information, the product model number and serial number clearly visible, and a copy of the original product registration.
- Submit the claim within 30 days to:
By email: crowncommitment@husqvarna.com
or
By mail: Husqvarna Warranty Department
9335 Harris Corners Parkway, Suite 500
Charlotte, NC 28269
- Upon receipt of the documentation listed above, dealers will receive a credit towards their accounts in the amount of 10% of the MSRP of the product returned, not to exceed \$350.00. Dealers will also be reimbursed for the cost of installation at a maximum of \$350.00 including materials. The product registration will be voided and the product may be re-sold to another customer as a demo model. The re-sold product will carry the same warranty as a new unit, effective on the date the product is re-sold.

Exceptions to the Husqvarna Automower® Crown Commitment™ Satisfaction Guarantee

- The buyer must return the qualifying product within sixty (60) days of the original purchase. Items returned after 60 days are not eligible for refund or exchange under the program.
- The 60-Day Money-Back Guarantee applies only to Husqvarna Automowers. Other items such as accessories, additions, repair parts etc. are not eligible.
- Products which have been damaged due to improper use, abuse, neglect, or failure to operate and maintain the unit in accordance with the instruction manual do not qualify for refund or exchange under the program.
- Products that have been stolen, damaged due to abuse or neglect, or damaged by fire, water, wind or other acts of nature do not qualify for refund or exchange under the program.
- Re-sold products do not qualify for the Crown Commitment™ Satisfaction Guarantee program.
- Products purchased on the internet do not qualify for this program.
- Products returned to the Husqvarna dealer cannot be resold by the dealer online or advertised below MAPP.
- If a qualifying product is returned during the Crown Commitment™ period and it has defective damages that exceed 75% cost to repair the unit, the unit is not eligible for the Crown Commitment™ program.
- The buyer is responsible for following the instructions in the Operators Manual and following the guidelines in the Husqvarna Warranty Statement. Failure to follow these instructions may void the offer.
- Products returned cannot be placed back on Wells Fargo terms.

QUALIFYING PRODUCTS: Husqvarna Automowers (*excludes 100 and 200 series*). Accessories or enhancements are not included.

*Husqvarna reserves the right to modify or cancel the Crown Commitment™ Satisfaction Guarantee program at any time.



HUSQVARNA AUTOMOWER® CROWN COMMITMENT™ CLAIM FORM

Claim form must be filled out completely for processing. A copy of the original sales receipt must be attached.

Dealer Name

Dealer No.

Dealer Address

City/State

Zip Code

Tel.

Customer Name

Customer Address

City/State

Zip Code

Tel.

Model Number

Serial No.

PNC No.

Date of Purchase

Date Returned

PIN Number (Dealer please obtain PIN number):

REASONS FOR RETURN

- (62) **Equipment failure – Single**, e.g.: Customer refused unit after warranty repair was made for one failure.
- (63) **Equipment failure – Multiple**, e.g.: Unit had numerous failures over a short period of time. Customer refused.
- (67) **Unit doesn't perform to customer expectations**, e.g.: Customer not happy with performance; no mechanical problems found.
- (69) **Other**, e.g.: Anything which does not fit an area listed previously. Specify: _____

If not refunded, unit was traded for:

PNC No.

Serial No.

Warranty Claim Number for returned unit (if applicable)

Customer Signature

Dealer Signature

For internal use only:

Project Code: CROWN

Reason for return must be entered into CRM