



# Performance Guarantee

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## Parts

- Vendor stocked parts will be available within one business day when expedited freight is authorized or the part will be free (when ordered by 3:00 pm EST business days).
- Parts purchased from Alta Material Handling are guaranteed for 6 months or they are free.

## Service

- Alta Material Handling provides 24/7 service using trained technicians. During normal business hours we will respond to service calls within 2 hours for contract maintenance and rental customers, or the first hour of labor will be free.
- Customer PM Service will be completed within 10 business days of the due date or there will be no PM labor charge.
- Alta guarantees the completion of a repair when promised or you will receive a free loaner forklift until repairs are completed. (Specialty equipment and capacities over 12,000lbs excluded.)
- Alta will beat our competitor's quote on any major engine, transmission or drive unit repair by 10% or we will perform the service at no charge. Customer must provide a written estimate from qualified competitor prior to quotation.

## Rental

- If Alta Material Handling does not have your rental unit delivered as promised, the delivery charge will be waived.
- Alta has over 3,000 units in our standard rental fleet. If we are unable to supply a rental unit on the date needed, a certificate for one day's free rental will be issued. (Specialty equipment and capacities over 12,000lbs excluded.)

## Equipment Sales

- If any new fork truck does not perform as agreed during its first 30 days, and Alta Material Handling does not remedy the situation, we will buy it back for the full purchase price. (Special orders excluded)

## Used Equipment

- Alta Material handling offers a 30-day money back guarantee on all retail ready units.

## Fleet Management

- Upon completion of a survey and analysis we will present our Fleet Plan which guarantees a 15% cost savings in the first year if fully implemented. Any cost associated with the survey and analysis will be waived upon implementation of our Fleet Plan.
- Alta Material Handling commits to continuous improvement in your total cost of ownership through utilization of quarterly analysis and written reports.

## Commitment

- Alta Material Handling's people have the authority to solve your problems. If you are not completely satisfied with the resolution, we encourage you to contact our President, Alan Hammersley at 800-225-7956.

