



EPIC Service Guarantee Terms and Conditions: Riding Lawn Equipment

Thank you for purchasing your equipment from Cazenovia Equipment Co.(CEC)

This EPIC Service Guarantee applies only to new qualified equipment purchases from Cazenovia Equipment intended for residential use by the original purchaser only. Use for commercial or rental applications will void this agreement. Residential use is defined as: Equipment used in maintaining owner's primary and/or secondary residence in accordance with the equipment manufacturers intended uses and purposes. Any other use, including but not limited to informal "for hire" use, is considered commercial/rental use and will void any warranty provided hereunder.

This EPIC Service Guarantee provides a limited warranty against defects in materials and workmanship under normal use during the 12-month period following a Cazenovia Equipment annual service. During 12-month coverage period, Cazenovia Equipment will repair products or parts that prove defective due to improper material or workmanship, under normal use and maintenance.

Implements and attachments such as mower decks, snow blowers, baggers, etc. will not be covered under the Guarantee and are the customer's responsibility for all repairs regardless of their coverage status during the original manufacturer's factory warranty period.

Customer's Responsibility: In order to maintain this extended coverage, qualified equipment purchased by the customer must be serviced annually by Cazenovia Equipment from the time the equipment is purchased and can be renewed in 12 month intervals by performing the annual service maintenance with Cazenovia Equipment (at or before the purchase date anniversary). Annual AND on-time service must be continuous from the date of purchase to be eligible for the EPIC Guarantee in each subsequent year. This Service Guarantee will be automatically renewed for an additional 12-month warranty period when the customer responsibilities are met and up to the expiration date provided by Cazenovia Equipment (see Table I).

All additional maintenance required per the operator's manual must also be performed at the specified intervals at Cazenovia Equipment including but not limited to transmission service, coolant change, etc. Failure to do so will result in the loss of any and all extended coverage provided under the EPIC Service Guarantee. It is the customer's responsibility to arrange for service prior to the annual service requirement. The cost of all service is the responsibility of the customer.

There is no deductible for those repairs covered under the Service Guarantee. However, travel or transportation costs incurred by Cazenovia Equipment will not be covered at any time whether the equipment is under factory warranty or the EPIC Service Guarantee provided by Cazenovia Equipment. Unless a Powerguard Protection Plan was purchased for the machine (which does cover travel costs), the customer shall be responsible for transporting the equipment to Cazenovia Equipment unless otherwise agreed in writing.

Unless otherwise agreed, this service guarantee applies only to equipment that is sold by and located following purchase within Cazenovia Equipment's coverage area as determined by Cazenovia Equipment and is not

transferrable to any other dealer outside of our territory. At the request of the customer and at the discretion of Cazenovia Equipment service may be provided in areas outside Cazenovia Equipment's coverage area; provided, however, any services will be subject to additional fees in accordance with Cazenovia Equipment's then current policy.

Prior to the expiration of factory warranty coverage, CEC will, at its expense, perform a thorough machine inspection on the equipment and Cazenovia Equipment may refuse to provide the extended service coverage if it determined in its sole discretion that the equipment has been serviced by unauthorized third parties, modified and/or tampered with from the original specification of the manufacturer in any manner. In addition, if at any time during the extended service coverage warranty period provided by Cazenovia Equipment it determines that the equipment fails to meet the requirements set forth in this paragraph, the warranty coverage may be terminated by Cazenovia Equipment.

To obtain any service during the extended service coverage period, the customer must contact a Cazenovia Equipment location to determine the problem and the most appropriate solution to the problem.

What is covered by the EPIC Service Guarantee:

Items and service covered in the Riding Lawn Equipment, model specific, factory warranty can be found in the warranty statement. You can find warranty statements at:

<https://www.deere.com/en/parts-and-service/warranty-and-protection-plans/warranty-statements/>

This Guarantee is valid for up to the period indicated following the expiration of the manufacturer's warranty:

TABLE I

Model Series	John Deere Base Warranty	EPIC Service Guarantee Duration^{1,2,3}
S100-S180 Series	24 months or 120 hours	48 months or 200 hours
Z300 Series Residential Zero-Turns	24 months or 120 hours	48 months or 200 hours
Z525E Residential Zero-Turns	24 months or 120 hours	48 months or 200 hours
S220 and S240 Series	36 months or 200 hours	72 months of 300 hours
X300 Series	48 months or 300 hours	96 months or 600 hours
X500 Series	48 months or 500 hours	96 months or 1000 hours
X700 Series	48 months or 700 hours	96 months or 1400 hours
Z500M Residential Zero-Turns	48 months or 300 hours	96 months or 600 hours
Z500R Residential Zero-Turns	48 months or 500 hours	96 months or 1000 hours
Z700M Residential Zero Turns	48 months or 750 hours	96 months or 1500 hours
Z700R Residential Zero Turns	48 months or 1000 hours	96 months or 2000 hours

1. The Hour reading is the cumulative machine use from the original date of purchase.

2. The warranty term begins on the date of delivery of the equipment to the original purchaser.

3. Warranty duration is meter reading OR ownership duration- whichever is first met

What is not covered:

1. Implements and attachments such as mower decks, snow blowers, baggers, etc. will not be covered under the extended warranty and are the customer's responsibility for all repairs.
2. Routine maintenance services or items normally designed to be replaced by the customer due to normal wear and tear. These items include but are not limited to batteries, belts, blades, gauge wheels, tires, lights, bulbs, filters, fluids, hoses, spark plugs, seats, cv boots, etc.
3. Used equipment
4. Any equipment that has been altered or modified in any ways not approved by the equipment manufacturer and Cazenovia Equipment.
5. Damage caused by normal wear, lack of reasonable and proper maintenance, failure to follow operating instructions, misuse, lack of proper protection during storage, accidents, or animal and insect damage.
6. Exposure to fire, theft, weather conditions, lightning, windstorms, sand, dirt, hail, earthquake, flood, water, any Acts of God or consequential loss of any nature.
7. Damage caused by external objects being introduced into the covered equipment such as rocks, sticks, and other debris or material.

8. Implements and attachments will not be covered under this plan. Only the primary piece of equipment will be covered during any extended period.
9. Correction of improper repairs not performed by Cazenovia Equipment.
10. Any residential equipment used in a commercial or rental operation.
11. Service where no problem can be found.
12. Any property damage caused by failure of a covered component.
13. Transportation or travel time in the event of a warrantable repair.
14. This extended coverage will follow the manufacturers guidelines for all considerations for coverage.
15. The warranty stated herein is personal to Customer and Cazenovia Equipment makes no other warranties or representations with respect to the equipment provided extended service coverage hereunder and disclaims all other warranties, express or implied, including warranties of merchantability and fitness for a particular purpose.
16. If customer removes or permits anyone to remove any safety equipment or warning signs, placards and/or labels or fails to observe any requirements of this extended service coverage program, or if any injury or damage is caused, in whole or in part, by the customer's or its invitee's, guests or user's failure to comply with applicable safety requirements or the manufacturer's or Cazenovia Equipment's instructions as set forth above, Cazenovia Equipment shall have no obligation to customer, and customer shall indemnify, defend and hold Cazenovia Equipment harmless from and against any claims, loss or expense for injury or damage arising from the improper use of the equipment. Cazenovia Equipment specifically disclaims any and all liability arising out of the operating of the equipment including the warranty liabilities to the original customer pursuant to the manufacturer's specified instructions.
17. Customer understands and acknowledges that with respect to the extended service coverage program, Cazenovia Equipment shall not be liable for any special, direct, indirect, consequential, punitive or

incidental damages of any kind, or labor, expenses, lost profits, lost opportunities or similar damages of any kind; and regardless of the legal theory or causes of action by which claims for any such damages, as set forth in the entirety of this contract, are claimed.

18. All covered repairs must be performed by CEC. CEC will not reimburse customers for the repair of their own unit nor will it provide the parts to the customer for items covered under this plan.

This extended service program is provided and administered by CEC. We make no claim, expressed, written, or implied that any of our vendors support or approve of this agreement.

Customer (Signature) _____

Customer (Print Name) _____

CAZENOVIA EQUIPMENT CO., INC.

By: _____