

**Purchase agreement, Warranty and Freight Receipt Instructions**  
**(Customer must acknowledge prior to shipping)**  
**Initial at each section and sign the bottom**

- \_\_\_\_\_ (INITIAL HERE) **Sales Order:** sent along with this form. Review it to be sure it is Accurate; by signing below (or acknowledging by email) you accept that the sales order is correct. If you change your mind or find error after signing this form and equipment has shipped, you will be responsible for paying additional freight charges as necessary to exchange items.
  
- \_\_\_\_\_ (INITIAL HERE) **Freight receipt and inspection of items:**
  - The shipping time quoted at the time of sale is an estimate given to Panther by the freight company. Although, the quote should be pretty close to accurate, **DO NOT schedule a fork lift or arrange time off of work until you have confirmation of delivery day/time from the freight company direct.** Should there be a delay in shipping; Panther cannot be held responsible unless the customer has paid for "Time Keeper" delivery.
  
  - Lifts are heavy and will require equipment to be off loaded from the delivery truck. They are too heavy for lift gate service. You can use a fork lift, tow truck, tractor, people, or something similar but it is YOUR RESPONSIBILITY to off load the items. The driver is not required to assist.
  
  - ABF Freight is the exclusive common carriers for Panther Lifts. They provide excellent customer service at a very reasonable price. However, it's your responsibility to notify both Panther Lifts and ABF Freight of any damaged or missing goods within 48 hours of freight reception. DAMAGE MUST BE NOTATED ON THE BILL OF LADING AT TIME OF DELIVERY.

**\*\*When you receive your shipment, immediately:**

(1) Make note of any visible damage and/or missing pieces (compare the bill of lading to your purchase confirmation) on the bill of lading at the time of delivery. THE FREIGHT TRUCK DRIVER WILL WAIT WHILE YOU INSPECT THE ITEMS RECEIVED-OPEN ALL PACKAGES. (2) Sign the bill of lading. Do not do so until you're sure point (1) has been adequately addressed.

- **Within 48 hours of freight reception:**
  - Check for missing parts using the parts list provided with the owner's manual/installation instructions to verify that all parts are present and intact. ◦ **ANY DAMAGE THAT WAS NOT NOTED ON BILL OF LADING AT TIME OF DELIVERY WILL BE THE CUSTOMERS RESPONSIBILITY.**
  
  - Inform Panther Lifts and The Freight Company of the problem. You will be requested to fax or email a copy of the bill of lading to Panther Lifts at that time. Remember, notification to both parties must take place within 48 hours of the reception of freight. Without this, we cannot honor your claim. PICTURES OF DAMAGE WILL BE REQUIRED. sales@pantherlifts.com
  
  - Any damage to wheel equipment must be reported within 48 hours no exceptions!
  
- Please report any concealed defects to Panther Lifts within 2 days of freight reception AND PROVIDE PHOTOS.
  
- \_\_\_\_\_(INITIAL HERE) **Return/Exchange of Parts:**

Returns: Payment of freight is the responsibility of the customer and cannot be refunded. There is a 15% restocking fee and the item must be packaged appropriately and photographed by customer prior to return shipping. Panther can assist in arranging freight but the cost is the customer's responsibility. This is permitted within 30 days of receipt of equipment; credit will be given upon receipt and inspection of equipment in Texas.

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Power units: THIS IS ONLY A LIFTING DEVICE, NOT A LOAD HOLDING DEVICE-ALWAYS LOWER ONTO LOCKS TO RELIEVE HYDRAULIC PRESSURE AND ENSURE WARRANTY AND SAFETY. If your power unit should be faulty, we will send you a new unit immediately; however, a \$300.00 deposit will be required prior to shipping new unit. The OLD Unit MUST be packaged and returned in order to receive deposit back. **MONARCH POWER UNITS** – deposit of \$400.00 is required and they are warranted directly through Monarch. This can take up to 2 weeks.

Tire equipment; should your equipment be completely damaged in shipping-it must be (1) refused or (2) Returned to the trucking terminal for shipping back to Panther – once the freight company has confirmed receipt of item, Panther Lifts will ship replacement. \*\* Conversion Kits; Should you order the wrong lift and require a conversion kit to change it from a floor plate to clear floor model (applies to 9k 2post); customer MUST pay both shipping and cost of conversion kit \$750.00.

**LIMITED WARRANTY INFORMATION**

(AC Equipment and Spray Wash Cabinets are not covered under warranty)

\_\_\_\_\_ **(INITIAL HERE)** to accept all of the terms and conditions listed below.

We offer a 72 hour window to inventory your product to be sure that all parts are in the shipment. If anything is missing please call us immediately. During this 72 hour period, Panther will pay for shipping.

Limited parts warranty to protect against manufacturer defect; this does not include parts that are broken by operator or wear parts (pads, rub blocks, hoses). Any component of a Panther product that is plastic or rubber is considered a wear item and is not warranted. We will ship out replacement parts or cylinder seal kits should something require replacement or repair within the first 72 hours of purchase –Panther will cover shipping costs on missing items after this, customer will pay for shipping. This warranty does not include labor or shipping costs. Deposits will be required on some items to ensure the return of the defective item, once it has been returned we will refund the deposit.

We offer a 1 year warranty on the power unit supplied with the lift purchase. We will ship out a replacement power unit during this time (a \$300.00 deposit on Duro power units will be taken by credit card and refunded once old power unit has been returned. **MONARCH POWER UNITS** – deposit of \$400.00 is required by credit card and they are warranted directly through Monarch. This can take up to 2 weeks. This warranty **does not include labor or shipping costs.** THIS IS ONLY A LIFTING DEVICE, NOT A LOAD HOLDING DEVICE-ALWAYS LOWER ONTO LOCKS TO RELIEVE HYDRAULIC PRESSURE AND ENSURE WARRANTY AND SAFETY.

We offer a limited 5 year structural warranty (carriage, legs, and swing arms) should the structure of the lift change due to normal wear and tear. This does not include labor or shipping costs. (Includes 2 post, 4 post, and scissor lifts only) Pictures may be required. Motorcycle lifts and wheel service equipment carry a 1 year structural warranty.

We offer a 1 year limited parts warranty to protect against manufacturer defect; this does not include parts that are broken by operator or general wear parts (plastic rim clamp covers, plastic inserts for dismount assembly, banjo bolts, pedals, external hoses/air lines on tire changers). We will ship out replacement parts should something be missing within 72 hours of receipt, this allows time for immediate inventory. This warranty does not include labor. 2). we offer a limited 1 year structural warranty on this lift. This warranty does not include labor or shipping costs. 3) Motorcycle mini jacks are under a 30 day warranty against manufacturer defect 4) Oil drains, under hoist stands, miscellaneous equipment will carry a 30 day warranty against manufacturer defect.

The installation or use of this equipment shall constitute an acknowledgment that the user agrees to resolve any

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and all disputes or claims of any kind, which relate in any way to this equipment, by of binding arbitration, not litigation. Any arbitration shall be governed by the Federal arbitration act, and administered by the American Mediation Association, Dallas, Texas. The maximum amount that an arbitrator may award for any and all damages shall not exceed retail value of the equipment.

It is recommended that this equipment be installed by a "Professional Installer". Should you choose to not use a professional installer and there is a malfunction due to installation it will not be covered by warranty. ALL 220V POWER UNITS MUST BE INSTALLED BY CERTIFIED ELECTRICIAN TO ENSURE WARRANTY.

**Exclusions:**

**This warranty will not apply to any item(s):**

Which has not been operated or maintained according to specifications or has been abused, misused, altered, or improperly maintained. Photos may be requested should a question arise.

**Other limitations:**

**Warranty does not cover:** ) Parts needed for normal maintenance 2) Wear parts, which include but are not limited to, rim clamp covers, cables, hoses, slider blocks, chains and rubber pads 3) On-site labor 4) Shipping charges.

Customer agrees to hold harmless Panther Lifts and Automotive Equipment, LLC from any injury or harm resulting from improper installation of a Panther Lift/Hoist. Panther Lifts recommends using a professional installer for all of the equipment sold.

Installers recommended by Panther lifts are not employees of Panther Lifts but are Independent Contractors.

In order to determine if an installation is successful and to allow for full HIGH POWER testing for leaks, customer must have 220V power available and an electrician at the time of installation to test the lift. If this is not possible, customer understands that a 110V power unit will be used to test the operation of the lift. If a leak is found later, customer understands that this will fall under the parts warranty and they will be responsible for shipping and labor costs. (Unless otherwise determined, installers are not licensed electricians and are not responsible for running 220V power). It is recommended for customers to ask installers to provide proof of insurance. Panther Lifts is not responsible for ensuring this and the installer is an independent contractor. Customer agrees that any dispute over installation or installation costs shall be resolved between customer and installer. Should an installation dispute require an installer to revisit the lift, this may incur labor costs to installer. This will vary with each installer and should be discussed at time of installation.

Customer is responsible for providing Hydraulic Oil at the time of install, 3.5 Gallons recommended.

\_\_\_\_\_ (INITIAL HERE)

**SCRATCH AND DENT LIFTS CARRY A 30 DAY PARTS WARRANTY AND 1 YEAR POWER UNIT WARRANTY ONLY. \*Only initial if you have ordered Scratch and dent.**

\_\_\_\_\_ (INITIAL HERE)

**ALL SHIPPING CHARGES ARE TO BE PAID BY CUSTOMER ON WARRANTY ITEMS.**

Serial Numbers: (for your files only, please fill in once items have been received)\_\_\_\_\_

Date of Purchase: \_\_\_\_\_ Sales Order Number: \_\_\_\_\_

CARD HOLDER AUTHORIZATION SIGNATURE. I AUTHORIZE MY CREDIT CARD TO BE CHARGED THE FULL AMOUNT LISTED ON THE SALES ORDER ABOVE:\_\_\_\_\_

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PRINT NAME \_\_\_\_\_ DATE \_\_\_\_\_

**Customer must ACKNOWLEDGE By Signing below: RETURN TO PANTHER By FAX : 888-772-2511 OR EMAIL  
[SALES@PANTHERLIFTS.COM](mailto:SALES@PANTHERLIFTS.COM)**