

COLLECTIVE INTELLIGENCE GROUP

Industrial Fleet **SAFETY** and **PRODUCTIVITY**  
across **ANY BRAND** of **ANY EQUIPMENT**

# Warranty Statement

*Collective Intelligence Group*

Friday, 8 August 2025

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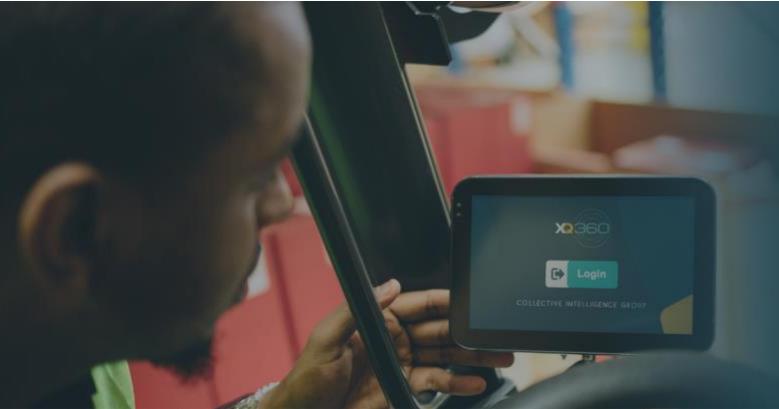


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## Limited Warranty Statement

### A. STANDARD PARTS ONLY WARRANTY TYPE / PERIOD

- **FleetIQ360/XQ360 Module** 3 Years on all orders placed on or after January 1, 2023
- **ForkliftIQ360 Module** 3 Years on all orders placed on or after January 1, 2023
- **RentalIQ** 1 Year on all orders placed on or after January 1, 2023
- **All Other Parts** Twelve (12) months from Delivery (excluding damage).

CIG warrants that all manufactured equipment will be free of any defect in materials or workmanship (“Standard Warranty”).

The Standard Warranty begins from the date of installation or six (6) months after Delivery whichever is first.

The Standard Warranty is extended to the Customer and applies to all manufactured equipment purchased, installed, and used for the purpose for which such equipment was originally designed. The Standard Warranty only covers defects arising under normal use and does not include malfunctions or failures resulting from misuse, abuse, neglect, accidental damage, alteration, problems with electrical power, usage not per product instructions, acts of nature, or improper installation or repairs made by anyone other than an authorized service provider approved by CIG. CIG reserves the right to substitute functionally equivalent new or serviceable used parts.

### B. WARRANTY PROCESS - GENERAL

Where a warranty claim is to be made (“Warranty Claim”), the replacement part is to be ordered via a PO (the “Replacement Part”). The Warranty Claim box must be ticked on the Parts Order Form.



The alleged faulty part (the “Faulty Part”) and the Warranty Claim form must be returned to CIG within thirty (30) days of receipt of the Replacement Part. The Faulty Part will be tested, and the Warranty Claim processed within thirty (30) days of CIG’s receipt of the Faulty Part. If the Faulty Part is not received within thirty (30) days after the replacement part(s) arrive, (or such further time as agreed to by CIG in its sole discretion), the Replacement Part will be invoiced using the PO provided.

### C. WARRANTY PROCESS AND PROCEDURES - SPECIFIC

During the applicable Period outlined above, Customer’s sole remedy for any breach of the Standard Warranty will be, at CIG’s sole discretion and option, to repair or replacement of the Faulty Part(s). Components/parts that the Customer claims to be defective must be returned for inspection and evaluation (at the Purchaser’s cost via a trackable carrier) within thirty (30) days after the replacement part(s) arrive. Following the receipt of any such part, CIG will determine whether the reported problem is covered by the Standard Warranty. If CIG determines that the problem is covered, CIG will authorize repair or replacement of the Faulty Part deemed appropriate by CIG in its sole discretion.

The Replacement Part must be ordered from CIG using a valid Purchase Order Number, and the Warranty Box on the Parts Order Form must be completed.

CIG has thirty (30) days upon receipt of the Replacement Part to investigate and complete the Warranty Claim and will advise the Customer of the outcome.

Failed Warranty Claims will be invoiced.

CIG will provide the Customer with new, rebuilt, refurbished, or alternate equipment (or part thereof) of equal or improved quality, as exchange equipment (or part thereof) to replace eligible defective equipment (or part thereof). Any alternate equipment (or part thereof) will meet or exceed the specifications of the replaced equipment (or part thereof). Rebuilt or refurbished equipment may bear cosmetic blemishes that do not affect performance. Unless otherwise specified by CIG in writing, repaired or replaced equipment (or parts thereof) are covered only for the remainder of the term of the applicable Period. Title to all defective equipment (or parts thereof) replaced by CIG become the property of CIG.



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CIG has no obligation to service, exchange, or otherwise replace any equipment (or part thereof) that has been damaged, modified, abused, misused, or over-used as determined by CIG or has been used with accessories or parts not supplied by CIG.

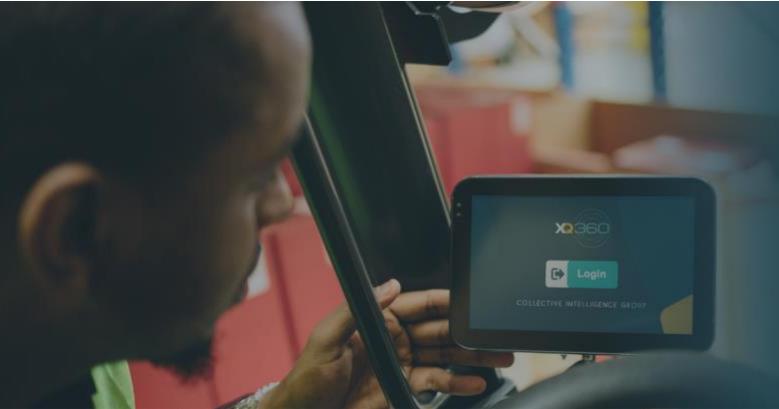
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**XQ360**

**FORKLIFT**  
**iQ360**

**RENTALiQ**



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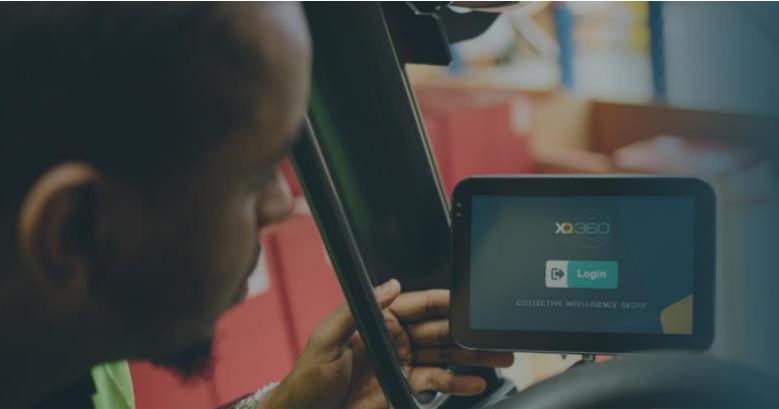
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### D. EQUIPMENT WARRANTY EXCLUSIONS

Alterations and/or modifications to any part of CIG's product, without CIG's prior written authorization unconditionally VOIDS the Standard Warranty.

CIG does not warrant or guarantee, and is not responsible for:

- Defects, failures, damages, or performance limitations caused in whole or in part by
  - (A) power failures, surges, fires, floods, snow, ice, lightning, excessive heat or cold, highly corrosive environments, accidents, actions of third parties, or other events outside of the company's control, or
  - (B) customers abuse, mishandling, misuse, negligence, improper storage, servicing or operation, or unauthorized attempts to repair or alter the equipment in any way. The Customer must provide qualified technical personnel to maintain and repair the equipment.
- Equipment built to the Customer's specifications that are later found not to meet the Customer's needs or expectations are not covered by the Standard Warranty.
- The performance of the equipment when used in combination with equipment not purchased, specified, or approved by the CIG.



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### E. ADDITIONAL WARRANTY NOTES

OEM or third-party equipment that is incorporated into the CIG's equipment is covered under the applicable Standard Warranty unless the OEM or Third-Party equipment carries its own limited warranty, in which event the OEM or third-party warranty will apply to such equipment incorporated into the CIG's equipment.

CIG's Warranty applies to the original customer and is not transferrable.

### F. WARRANTY APPEALS

Should a fault or issue arise from a CIG product used by the end-user on their equipment, either party have the option to employ an independent, reputable specialist in the required field to assess and report on the issue. The appointment of the specialist must be agreed by both parties. The decision of the appointed third party will be final.

Collective Intelligence Group's global group of companies include:  
CIG, CIIQUK, CIIQ360, FORKLIFTIQ360, FleetIQ360.