



JOHN DEERE

INFORMATION ABOUT THE JOHN DEERE PROMISE FOR RESIDENTIAL EQUIPMENT 1 OCTOBER 2019 - 30 SEPTEMBER 2020 (Canada only)

The John Deere Promise states:

“If you are dissatisfied with your new purchase, you may bring it back to your dealer for repair or another unit or your money back.”

The provisions of the John Deere Promise are:

1. The John Deere Promise applies during the first 30 days of ownership by the original retail purchaser of the following units:

- Residential Walk-Behind Mowers
- Lawn Tractors
- Lawn and Garden Tractors
- Residential EZTrak™ Mowers
- Residential ZTrak™ Mowers

1.1 All Covered Products:

- A. For purchases made between 1 October 2019 and 31 May 2020, the John Deere Promise 30 day period does not start until the beginning of use by the owner or 1 June 2020, whichever is earlier.
- B. For purchases made between 1 June 2020 and 30 September 2020, the John Deere Promise 30 day period starts on the date of the actual retail sale to the original purchaser.

2. The John Deere Promise applies only to products used in homeowner applications. The John Deere Promise does not apply to products used commercially.

3. The John Deere Promise is null and void if the product has been damaged due to any neglect or abuse.

4. The John Deere Promise is applicable only to products purchased from an authorized John Deere Dealer. It does not apply to products purchased from The Home Depot or Lowes, which have their own return policies.

5. The John Deere Promise is applicable only when the original purchaser returns the product to the dealership from which it was purchased.

6. The provisions of the Warranty for new John Deere Turf & Utility Equipment, in effect at the time of retail sale to the original retail purchaser, also apply.