



VERMEER ZR5-1200 SELF-PROPELLED BALER

# 100% CUSTOMER SATISFACTION GUARANTEE CERTIFICATE



**Retail sale date:** \_\_\_\_\_  
(Must be issued between Nov. 1, 2024 and Jan. 10, 2025, to qualify)

\_\_\_\_\_ Bales on the machine  
at the time of purchase

**Program expiration date:** \_\_\_\_\_  
(Max 90 calendar days after retail sale date to qualify for a repurchase)

\_\_\_\_\_ Max bales allotted to the machine  
(Max of 500 bales to qualify for a repurchase)

**Serial number of bale chamber and power unit:** \_\_\_\_\_

## PARTY SIGNATURES

Review the attached terms and conditions before signing.

Dealer signature: \_\_\_\_\_ Date: \_\_\_\_\_

Customer signature: \_\_\_\_\_ Date: \_\_\_\_\_



# VERMEER ZR5-1200 SELF-PROPELLED BALER 100% CUSTOMER SATISFACTION GUARANTEE PROGRAM TERMS AND CONDITIONS



All new ZR5-1200 balers retailed between Nov. 1, 2024 and Jan. 10, 2025, are enrolled in the 100% Customer Satisfaction Guarantee program with the completed certificate. Customers enrolled in this program may return their ZR5-1200 to its original Vermeer dealership for repurchase within 90 calendar days from the retail sale date if the customer's usage of the unit does not exceed 500 bales and it is received in good condition. Good condition is defined as in good working order and warrantable condition, ordinary wear and tear accepted. The following, but not necessarily limited to, are examples of things that would not be considered good condition: missing shields, parts and/or teeth in the pickup and/or damaged shields. The customer must contact the selling dealer to communicate their return request and allow the dealer to inspect the ZR5-1200 prior to its return to the dealership.

This certificate must be completed, signed and dated to be considered approved. Program enrollment is subject to credit approvals, as necessary, for completion of a sale. This 100% Customer Satisfaction Guarantee program is for the benefit of the customer whose signature appears on this certificate ONLY. This program, including each and all of the rights and obligations hereunder, are strictly non-transferable. Any attempted assignment, sale, or other transfer of this program, or any rights or obligations hereunder, will be of no effect whatsoever.

## Customer repurchase settlement terms

If all of the conditions for return described above are met, the customer must sign a return agreement and release, and bill of sale for their ZR5-1200. Upon complete execution of those documents, the dealer will return to the customer any trade-in units, listed on the customer's retail sale ticket, that are in unsold dealer inventory. The dealer cash settlement to the customer will include the cash equivalent of any trade-in units, at the amount reflected on the customer's retail sale ticket, that are not available to return to the customer, and the customer cash down payment amount.

The following items will be deducted from the cash settlement to the customer. If these amounts exceed the cash settlement, or there is no cash settlement to be made, the dealer will collect the applicable amounts from the customer.

- **Transportation costs** to return the ZR5-1200 to the dealership, but only if Vermeer or the dealership arranges transport
- **Insurance coverage** purchased with a retail finance contract that has been used up until the return agreement and release, and bill of sale have been fully executed
- **Interest charges** accrued on the retail finance contract up until the return agreement and release, and bill of sale
- **Retail contract loan origination fees**
- **Repair costs associated with damage** to the unit not caused by ordinary wear and tear
- **Fees associated with using and maintaining** the ZR5-1200 baler during the customer's use

Dealer use: Refer to sales and marketing bulletin #2024-20 for complete details. Any type of replacement unit will be handled as a separate sale. Vermeer Corporation reserves the right to make changes in engineering, design, and specifications; add improvements; or discontinue manufacturing at any time without notice or obligation. Equipment shown is for illustrative purposes only and may contain optional accessories or components specific to their global region. Please contact your local Vermeer dealer for more information on machine specifications. Vermeer and the Vermeer logo are trademarks of Vermeer Manufacturing Company in the U.S. and/or other countries. © 2024 Vermeer Corporation. All Rights Reserved.

