

Stihl Dropship Order Policy

● Parts

- Must be ordered before 3pm
- Orders under \$25: incur a \$10 fee plus shipping rate
- Orders under \$400: standard shipping rate (Includes accessories not oversized)
- *Orders over \$400: \$15 flat freight net 30 FOB (stihl is liable for any damaged goods)

● Units

- 1-5 units: full freight (try to avoid)
- 6-11 units: \$45 flat rate + \$30 surcharge
- 12+ units: Net 60 \$50 flat rate + \$30 surcharge

Parts		
Cart Total	Fee	Freight
Under \$25	\$10	Standard Shipping
\$25 - \$400	N/A	\$15
Over \$400	N/A	\$15 Net 30 FOB
Units		
Unit Total	Fee	Freight
1-5	N/A	Full Freight (Please Avoid)
6-11	N/A	Flat \$45 + \$30 Surcharge
12+	N/A	Flat \$50 + \$30 Surcharge (Net 60)

Defective Policy

Procedure for Completing a Warranty Claim

1. Verify the failure occurred within the applicable warranty time period. If you are not the selling dealer and there is no product registration on file for the product, it is the customer's responsibility to provide proof of purchase date.
2. Make sure the failure is due to a defect in materials or workmanship and the failure is within the guidelines as described in the STIHL Limited Warranty Policy. If you are unsure, contact your STIHL Distribution Center's Service Department.
3. Repair the product and replace any necessary parts. Any costs for adjustments, repair or replacement of worn or broken parts, not due to defects in materials or workmanship, are the customer's responsibility.
4. Submit a warranty claim via the STIHL eService website. If you are unsure how to file a claim, contact your STIHL Distribution Center's Service Department.

If there are multiple repairs needed to the same machine, select the option in the STIHL eService warranty claim to add the additional repair.

Where proper diagnostics require time to complete, the option to request additional diagnostic time is available in eService.

The repair times listed in the STIHL Repair Timetables represent the appropriate time needed to complete a repair by technicians who have received STIHL service training and who utilize the proper tools and procedures described in the various STIHL workshop manuals and training materials. Service training and STIHL special tools are available from your STIHL Distribution Center.

Warranty Periods For Each Product

Product Type	Personal Household Use	Commercial, Professional Use
MS Chain Saws (excluding top handle models)	1 year	3 months
MS Chain Saws with a Top Handle (MS xxx T) <i>Top handle chain saws are for in-tree professional use only!</i>	Not Applicable	3 months
MSE 120 Volt A.C. Electric Chain Saws	1 year	3 months
RM Walk Behind Mowers (6xx, 7xx) Series.	5 years	1 year (Machine) (3 years Kohler Command Pro Engine)
RM Walk Behind Mowers (4xx) Series	3 years	3 months
FS Trimmers, Brushcutters and Clearing Saws	2 years	Flexible and solid drive cables on FS trimmers, brushcutters, clearing saws, FC edgers, HL hedge trimmers, KM and MM multi-task tools, KM attachments, and fixed length HT pole pruners will be covered by limited warranty to the original retail purchaser for as long as the appropriate spare part continues to remain available from STIHL.
FSE 120 Volt A.C. Electric Trimmers		
FC Edgers		
HL Extended Reach Hedge Trimmers		
KM Multi-Task Tools & KM Attachments		
MM Multi-Task Tools & MM Attachments	2 years	
HT Pole Pruners Fixed Length Models		
HT Pole Pruners Telescoping Models		
HS Hedge Trimmers		
HSE 120 Volt A.C. Electric Hedge Trimmers		
BG Handheld Blowers		
BGE 120 Volt A.C. Electric Handheld Blowers		
SH Shredder Vac/Blowers		
BR Backpack Blowers		
SR Backpack Sprayers		
BT Augers & Drill		
SE Vacuum Cleaners		

Product Type	Personal Household Use	Commercial, Professional Use
SG Manual Pump Sprayers	1 year	1 year
Construction Tools		
TS Cut-Off Machines	Not Applicable	3 months
GS Concrete Cutters		
Cordless Electric Battery Products		
MSA Chain Saws	3 years	2 years
FSA & FCA Trimmers & Edgers		
BGA & BRA Blowers		
SHA Shredder Vacs		
GTA Cordless Pruners		
HLA & HSA Hedge Trimmers		
HTA Pole Pruners		
KMA KombiTools		
RMA Lawnmowers		
RMI Robotic Mowers		
SGA Backpack Sprayer		
KGA Sweeper		
KOA Air Inflator		
SEA Vacuum Cleaners		
RCA Power Cleaner		
REA Pressure Washer		
Batteries & Chargers		
MSA-T Top Handle Chain Saws	Not Applicable. <i>Top handle chain saws are for in-tree professional use only!</i>	
TSA Cut-Off Machines		
Pressure Washers		
RB Gasoline PW	2 years	1 year
RE 120V PW	2 years	1 year
Zero Turn Mowers		
Consumer Models (RZ 1xx – RZ 2xx)	3 years or 500 engine hours, whichever comes first	
Professional Models (RZ 5xx, RZ 7xx, RZ 9xx)	3 years or 1500 engine hours, whichever comes first	
RZA/AZA Battery Zero Turn Mowers	5 years or 1500 operating hours, whichever comes first. 2 Years unlimited operating hours.	

STIHL products & components are warranted for three months, or the applicable emission-related parts warranty period, when the product is used for rental purposes.

NOTE: All SG, SGA, and SR sprayer, TS and TSA cut-off machine, GS concrete cutter, RB and RE pressure washer, RMI robotic lawnmower, RZ and RZA zero turn mower, AZA stand-on mower, RM and RMA walk behind mower models do not qualify for the STIHL 7-Day Satisfaction Guarantee.