



TRAIL-EZE®

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TRAIL-EZE TRAILER LIMITED WARRANTY

This Limited Warranty is a consumer's exclusive remedy, and applies as follows to new products, parts or accessories purchased by consumers in the United States or Canada and which are accompanied by this written warranty.

Who is covered: The **Limited Warranty** begins on the earlier of (1) the date of delivery/in-service after the first retail sale and on condition that TRAIL-EZE receives the warranty registration form within ten (10) days of the first retail sale, or (2) one (1) year after the date the dealer receives the trailer. The warranty is valid only to the first retail sale and is non-transferrable.

TRAIL-EZE reserves the right to substitute equal or better quality without notice or obligation to prior models; modify or improve without notice specific designs, specifications, and policies (including warranty) as deemed advisable on our products described herein. TRAIL-EZE also reserves the right to discontinue any models without notice or obligation to prior models.

LIMITED PARTS WARRANTY

COMPONENT SCHEDULE: Components manufactured by TRAIL-EZE (other than the Major Structure) and Components supplied by other manufacturers shall be warranted under the following schedule:

WHAT THIS LIMITED PARTS WARRANTY COVERS:

- I. Axles, Suspensions, Landing Gear, Wheels, Rims, Hubs, Hydraulic Valve Body and other TRAIL-EZE Trailer Components.
 - a. Coverage: 1 Year 100%, over 1 Year 0%
- II. Original trailer slider pads and poly pin bushings
 - a. Coverage: 10 Year 100% parts only, over 10 Years 0%
 - i. Covers any series 01 or Container frame trailer that has 1/8" or more of normal wear
- III. Air Lines, Springs, Air Bags, Leveling Valves, Bearings, Brake Valves, Paint, Oil Seals, Brake Drums, Shock Absorbers, Electrical, Cylinders, Hydraulic Hoses & Connections
 - a. Coverage: 1-6 months 100%, over 6 Months 0%
- IV. Grote ULTRA-BLUE-SEAL Male-Pin Wire Harness shall be subject to Grote's seven-year (7) year limited warranty. Grote ULTRA-BLUE-SEAL Female-Pin Harness shall be subject to Grote's five-year (5) year limited warranty. Grote Super Nova high-performance LED Lamps are covered by Grote's ten-year (10) Limited Warranty when installed with male-pin, hard shell or patented double-seal pigtail connectors.
- V. Purchaser is expected to pay all repairs and replacement costs, in connection with this Agreement, including any applicable freight, sales and other taxes immediately upon completion of work performed. The warranty claim will be reviewed by TRAIL-EZE or the applicable vendor. If found to be covered by the said warranty and within the specific warranty time frame the customer will receive reimbursement of all or partial fees previously paid, not including freight charges.
 - a. This warranty does not expand, enlarge upon or alter in any way, the warranties provided by the original manufacturers and suppliers of component parts and accessories.

WHAT THIS LIMITED PARTS WARRANTY DOES NOT COVER:

- I. Periodic maintenance repair and replacement of parts due to normal wear and tear. Maintenance time, normal maintenance installation kits, tightening bolts, loose fittings and corrosion.
- II. Transportation charges incurred by you to ship defective part(s) back to us and parts you receive as replacement.
- III. Abuse, misuse, neglect or corrosion
- IV. Altered or repaired parts
- V. Tires (these are warranted by their respective manufacturers and must be taken to one of their authorized service centers for adjustment)
- VI. Engines (these are warranted by their respective manufacturers and must be taken to one of their authorized service centers for adjustment.
- VII. Winches (these are warranted by their respective manufacturers and must be taken to one of their authorized service centers for adjustment.
- VIII. Parts or accessories which are not defective, but may wear out and have to be replaced during the warranty period, including, but not limited to: Light bulbs, exposed electrical wiring and connections, paint, brake lining, brake drums, air and hydraulic hoses, air lines, wood components and associated fasteners.

LIMITED FIVE YEAR MAJOR STRUCTURAL WARRANTY

WHAT THIS LIMITED MAJOR STRUCTURAL WARRANTY COVERS:

- I. Any new trailer will be free from defects in material and workmanship when used under normal consumer use and service
- II. Major framework of the trailer consisting of the mainframe and rear frame weldments, gooseneck weldments and undercarriage weldments which are fabricated by Trail-Eze
- III. All repairs will be pro-rated and TRAIL-EZE's responsibility is shown below
 - a. 0 -12 months = 100%
 - b. 12.001 - 24 months = 80%
 - c. 24.001 - 36 months = 70%
 - d. 36.001 - 48 months = 60%
 - e. 48.001 - 60 months = 50%
 - f. 60.001 months On = 0%

WHAT THIS LIMITED MAJOR STRUCTURAL WARRANTY DOES NOT COVER:

- I. Any trailer subject to loads exceeding our rated capacity and speed or unusual conditions and circumstances determined by the manufacturer to be excessive. Any trailer subject to misuse, negligence, or accident, or which has been altered or repaired without the manufacturers' authorization and in the manufacturers' judgment has adversely affected its strength or stability.
- II. Abuse, Misuse or Neglect. Defects or damage that result from: (a) improper operation, storage, misuse, accident or neglect, such as physical damage (cracks, scratches etc.) to the surface of the product resulting from misuse: (b) contact with corrosive materials, sand, dirt or the like; (c) subjecting the product or accessory to abnormal usage or conditions; or (d) other acts which are not the fault of TRAIL-EZE.
- III. Incidental costs, including without limitation: Shipping, freight or associated transportation charges. Travel to and from repair site. Damages related to the loss of use, lost revenues, re-rental expenses, property damage, or other equipment.
- IV. Use of Non-TRAIL-EZE Products and Accessories. Defects or damages that result from use of Non-TRAIL-EZE branded or certified products, accessories or other peripheral equipment are excluded from coverage.
- V. Unauthorized Service or Modification. Defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, including without limitation, or modification in any way by someone other than TRAIL-EZE or someone authorized by TRAIL-EZE.

CONSUMERS' EXCLUSIVE REMEDIES:

- I. TRAIL-EZE, at its option, will repair, replace, or refund the purchase price of any products or accessories that do not conform to this warranty. TRAIL-EZE may use functionally equivalent reconditioned/refurbished/pre-owned or new products, accessories or parts. All repairs will be made by Trail-Eze at one of its factories located in South Dakota, freight to and from the factory are the consumers' responsibilities. Any change in this policy must be pre-approved and in writing by TRAIL-EZE's warranty department prior to any work being started. Failure to do so could result in complete denial of your claim.

HOW TO OBTAIN WARRANTY SERVICE OR OTHER INFORMATION?

TRAIL-EZE must authorize repairs at a cost determined and approved by TRAIL-EZE before any repairs are started. To obtain authorization, service or information, please call: TRAIL-EZE Customer Service at 1-800-232-5682 Or visit us online at <http://www.traileze.com>

You will receive instructions on how to ship the Products or Accessories at your expense, to TRAIL-EZE. To obtain service, you must include: (a) a copy of your receipt, bill of sale or other comparable proof of purchase; (b) a written description of the problem; (c) your address and telephone number.

WHAT OTHER LIMITATIONS ARE THERE?

ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY, OTHERWISE THE REPAIR, REPLACEMENT, OR REFUND AS PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, AND OF ALL OTHER OBLIGATIONS OR LIABILITY ON OUR PART AND WE NEITHER ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR US ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF A TRAILER. IN NO EVENT SHALL TRAIL-EZE BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, ACCESSORY, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE PRODUCTS, OR ACCESSORIES TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

Some states and jurisdictions do not allow the limitation or exclusion of incidental or consequential damages, or limitation on the length of an implied warranty, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary from state to state or from one jurisdiction to another.

Please detach lower portion & return to TRAIL-EZE Trailers, and keep the warranty information for your records.

This portion to be filled out and returned to **TRAIL-EZE** within **10 days** after purchase or above warranty is void.

PLEASE PRINT

In-Service Date: _____ Serial #: _____ Model: _____

Purchaser's Name: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Phone #: _____ Contact: _____

Trailer Sold By: _____

9-1-2016