



## **WARRANTY POLICY**

Your Quality Trailers Ohio, Inc. trailer comes with a **one (1) year limited warranty** from the date of purchase to the original owner. Each trailer has been through inspection processes for workmanship and specifications; however, in the event of a defect the procedures detailed below must be followed.

### **WARRANTY APPLICATION**

The warranty application form must be completed and returned to Quality Trailers by the original owner within ten (10) days of the purchase date. Any trailer not registered within this time frame will result in a null and void warranty.

### **LIMITATIONS AND EXCLUSIONS**

This warranty only covers the main frame, ramps, axle hangers, cross members, railing and sub frame. This warranty shall be limited to repairing or replacing any part or parts, which shall be determined defective by Quality Trailers Ohio, Inc. Normal wear items will not be replaced. These items include, but are not limited to, paint finish and durability, brakes, wiring and decking material. Please inspect these items prior to leaving the dealer lot. Parts damaged due to loose bolts, accidents, negligence, over-loading, abuse, or misuse of any kind will not be warranted. Also not warrantable are loss of use, loss of time, rental or substitute equipment, loss of revenue, or any other losses, nor shall we be responsible for fuel, food, lodging, or any other expense incurred while taking your trailer to a facility for repair. The main frame on extended length car hauler trailers (22' and 24') has no warranty, because these trailers are designed for hauling lighter cargo such as ATVs, not cars.

The axles, wheels and tires, jacks, lights, and couplers are warranted solely and directly by the respective manufacturer. The contacts for any of these items requiring a warranty claim are included with your trailer paperwork or may be obtained by contacting our warranty department.

### **ALL REPAIRS ARE TO BE DONE AT QUALITY TRAILERS OHIO, INC. IN SALEM, OH UNLESS PRIOR APPROVAL IS GIVEN BY AN AUTHORIZED REPRESENTATIVE OF QUALITY TRAILERS!**

All warranty work performed at any other facility must be approved by Quality Trailers Ohio, Inc. before any repairs are started. The estimated cost of the repair (parts, supplies, and labor) must be approved by Quality Trailers Ohio, Inc. Any parts supplied or work completed by someone other than Quality Trailers Ohio, Inc. will not be warranted.

**ALL WARRANTIES ARE FOR THE ORIGINAL OWNER AND ARE NON-TRANSFERABLE.** A warranty becomes void if the trailer is put into service as a rental unit.

### **WARRANTY CLAIM PROCEDURE**

Contact the dealer from whom you purchased the trailer. Your dealer will present all warranty claims to Quality Trailers Ohio, Inc. Your dealer has a warranty claim form that must be completed, faxed, or mailed to Quality Trailers Ohio, Inc. within five (5) days of the establishment of a problem. We often require pictures to document a claim. At Quality Trailers Ohio, Inc. we will do our best to expedite all warranty claims. After reviewing the information, we will be in contact with the dealer and/or the owner to resolve the issue.

### **Manufacturer Warranty Department Contact Information:**

Phone: 330-332-9630/Fax: 330-332-2436

3/25/2021