


ED TRAILERS

WARRANTY POLICY



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1.1.1 Warranty Coverage

ED Trailers MFG warrants that its products will be free from defects in materials and workmanship for up to three (3) years from the original purchase date, provided the following conditions are met:

- **Original Ownership:** This warranty applies only to the original purchaser and is non-transferable.
- **Proper Use:** The trailer must be used under normal operating conditions and must not exceed the gross vehicle weight rating (GVWR) specified on the certification plate.
- **Maintenance Compliance:** The owner must follow recommended maintenance procedures, including lubrication, inspections, and servicing as outlined in the owner's manual.
- **Authorized Warranty Claims:** All claims must be submitted according to the official warranty claim procedure (see Section 1.1.8).

This warranty does not cover normal wear and tear, misuse, unauthorized modifications, or damage caused by accidents (see Section 1.1.4 for full exclusions).

1.1.2 Warranty Coverage Details

ED Trailers MFG provides the following coverage:

- **Main Frame (3 Years):** Includes the tongue, gooseneck, chassis, and welds.
- **Other Structural Components (1 Year):** Covers ramps, crossmembers, railings, and other non-wearing items.
- **Normal Wear Items:** These are not covered unless failure is due to a manufacturing defect. Examples include flooring, paint, brake linings, bearings, and hoses. Paint defects will be evaluated on a case-by-case basis.
- **Third-Party Components:** Batteries, brakes, calipers, jacks, wheels, bearings, tires, suspension/axles, lights, hydraulic dump cylinders, and controls are covered under their respective manufacturers' warranties. ED Trailers MFG will facilitate warranty claims and communicate with third-party manufacturers on behalf of the customer.
- **Labor Costs:** Labor for third-party part replacements will be covered based on the policies of the third-party manufacturer.

Customers experiencing issues with third-party components should contact ED Trailers MFG, who will coordinate with the respective third-party manufacturer to resolve the claim.

1.1.3 Limitations

ED Trailers MFG's responsibility under this limited warranty is strictly to repair or replace defective parts under the following conditions:

- **Authorization Required:** Customers may choose any repair shop, but ED Trailers MFG must authorize the facility before repairs begin. Unauthorized repairs will not be reimbursed.
- **Labor Rate Coverage:** ED Trailers MFG will cover labor costs up to \$80 per hour. If the repair facility charges more, the customer is responsible for the difference.

- **Pre-Approval of Labor Hours:** Customers must submit photos, videos, and other documentation for evaluation. ED Trailers MFG will determine the estimated repair hours, and only those hours will be covered. Any additional labor beyond the approved estimate must be covered by the customer or the repair facility.
- **Warranty Evaluation Timeline:** ED Trailers MFG will review claims and approve labor hours within a few days, but the response time can take up to 30 days. ED Trailers is not responsible for downtime, rental expenses, or delays caused by claim review.
- **Reimbursement Policy:** If the customer pays upfront for repairs with prior authorization, ED Trailers MFG will reimburse the cost within a few days.
- **Maintenance Requirements:** While keeping maintenance records is not required, it can help in processing warranty claims. Failures due to lack of maintenance are not covered under this warranty.
- **No Coverage for Incidental or Consequential Damages:** All other obligations or liabilities, including incidental or consequential damages or contingent liabilities arising out of the failure of any parts to operate properly, are hereby excluded. This includes, but is not limited to, any damages resulting from loss of use, inconvenience, loss of time, commercial loss, or any other type of damages, general or specific, foreseen or unforeseen, unless applicable state law provides otherwise.

1.1.4 Warranty Void

The warranty will be void under the following conditions:

- **Unauthorized Modifications:** Any modifications made to the trailer without ED Trailers MFG's prior authorization will result in the affected components not being covered under warranty.
- **Use of Aftermarket Parts:** Any aftermarket parts installed on the trailer are not covered under this warranty. Any damage resulting from aftermarket parts will not be the responsibility of ED Trailers MFG.
- **Overloading & Misuse:** Loading the trailer beyond its gross vehicle weight rating (GVWR) as stated on the certification plate automatically voids the warranty.
- **Unintended Use:** If the trailer is used for a purpose other than its intended design (e.g., carrying liquids instead of cargo), the warranty claim will be evaluated on a case-by-case basis. The customer must provide photos and videos for assessment.
- **Unauthorized Repairs:** Any repairs made without prior authorization from ED Trailers MFG will not be reimbursed and may void the warranty on the affected components.
- **Accidental or External Damage:** The warranty does not cover damage caused by accidents, collisions, environmental exposure (e.g., corrosion from road salt), or improper storage.
- **Negligence & Lack of Maintenance:** Failures resulting from a lack of regular maintenance (e.g., unlubricated bearings, worn-out brake pads) are not covered under this warranty.

1.1.5 Transportation Costs Excluded

- **Customer Responsibility:** Transportation costs related to warranty repairs are always the responsibility of the customer. ED Trailers MFG does not cover any costs associated with towing, shipping, or travel expenses required to transport a trailer for warranty service.

- **Dealer Inspection & Negotiation:** Dealers are expected to inspect trailers before selling them, and if a defect exists at the time of purchase, transportation costs must be negotiated between the dealer and customer.

1.1.6 Disclaimers

This warranty is expressly in place of all other warranties, expressed or implied. ED Trailers MFG makes no guarantees beyond what is written in this document.

- **No Implied Warranties:** ED Trailers MFG disclaims all implied warranties, including but not limited to warranties of merchantability and fitness for a particular purpose.
- **No Dealer Modifications:** Authorized ED Trailers MFG dealers cannot modify, extend, or create additional warranties beyond what is stated in this policy. Any extra warranties offered by a dealer are the dealer's sole responsibility.
- **No Incidental or Consequential Damages:** ED Trailers MFG is not responsible for incidental, special, or consequential damages, including but not limited to loss of use, inconvenience, lost income, commercial loss, or any other indirect damages, unless applicable state law provides otherwise.
- **Written Agreement Only:** No verbal agreements or promises outside of this document shall be honored.

1.1.7 Dealer Responsibilities

- **Dealers:** Dealers must submit claims within 10 days of receiving them from the customer.
- **Customers:** Customers may submit claims directly to ED Trailers via email if the dealer is unresponsive.

1.1.8 Required Warranty Claim Procedure

To initiate a warranty claim, customers or dealers must follow the process outlined below:

- **Report the Issue:** Customers must report any issues within five (5) days of discovery by either:
 - **Calling the dealer**
 - **Calling an ED Trailers warranty representative**
 - **Email - warranty@edzinktrailer.com**