

DURABODY INDUSTRIES LIMITED BODY WARRANTY REPAIR and REPLACEMENT POLICY

KEEP WITH VEHICLE

DURABODY INDUSTRIES LIMITED, "SELLER" herein known as "DURABODY", warrants its trailers (equipped with **primary (all axles down) suspensions only**) free of **STRUCTURAL** defect in design and workmanship **conditionally** to the **first retail "USER -PURCHASER"** for **one (1) year** from user in service date Warranty is non-transferable and is extended provided that the customer attends to proper care, use and maintenance during the warranty period "DURABODY'S" warranty is limited to repair and/or replacement of initial item(s) found defective. Prolonged and continued use without repair resulting in further deterioration or damage will void any warranty consideration or allowance Restoration, repair or replacement does not renew the start date of a warranty on a component. **Warranty on Durabody trailers with one or more lifting axles is limited to ONE year. All other conditions listed apply.**

CONDITIONS, LIMITS AND EXCLUSIONS:

"DURABODY" extends warranty provided the trailer design was manufactured for the current use AND the "PURCHASER" operates the vehicle on maintained state or provincial highways within floor and axle loading parameters. The user must minimize exposure to corrosive or hazardous products which may potentially deteriorate the integrity of any part of the unit Should occurrences significantly different to those preceding described cause the unit to fail, "DURABODY" **solely** reserves the right to approve and select locations, methods, remedies and repair limits for each claim and option to seek other opinions in **advance of repairs** If requested, purchasers, (or their agent) must provide photographs in advance of warranty repairs.

"DURABODY" does not warrant components subjected to normal wear and periodic replacement other than to limits and terms of those warranties extended by component vendors.

"DURABODY" **at its option ONLY** will repair or replace without charge any **PART** of the entire equipment sold directly to the "PURCHASER" found defective or improperly installed and that is within the warranty period applicable provided DURABODY or the vendor find these items faulty. Costs of additional removal and replacement of signage and interior components in order to facilitate vehicle repairs is not covered by warranty. Shipping costs incurred to return vendor items or the entire unit for warranty claims and repair are the responsibility of the "purchaser". Should a component vendor later elect to provide adjustments for these costs they will be credited accordingly.

"DURABODY" will have **no obligation** to the purchaser (or agent) where repairs and alterations or repairs commence **without DURABODY'S prior authorization using the prescribed procedure.**

"DURABODY" reserves the right to authorize repair locations with transportation costs being the "PURCHASERS" expense, as a condition in advance of granting warranty.

"DURABODY" warranty does not provide reimbursement for payments arising from incidental or consequential loss of income caused by "down-time", alternate transport costs, costs of replacement vehicles, fuel, insurance and mileage expense, should the unit be out of service for warranty repair or any other reason.

Where the unit is found to have been misused for the originally intended or designed purpose and/or maintenance has been neglected, Durabody reserves the right to decline a claim for warranty based on conclusions it finds whether or not repairs are initiated.

WARRANTY TWELVE (12) MONTHS

- Wood floors, metal floors. Paint finish, coatings and sealants
- Wiring (where supplied and installed by Durabody.)

WARRANTY ONE (1) YEAR

- Welded body structure integrity (Multi-axle vehicles one year)

UNIQUE OPTIONAL EQUIPMENT

- Vendor items e.g. tailgates, refrigeration, heaters are individually warranted to limitations by the manufacturer Call for warranty information for each vendor.

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THIRTY (30) DAYS

The "PURCHASER" (at purchaser's expense) **shall** assure within 30 days they:

- **Check** and correct trailer suspension alignment. **Retorque** body and suspension U-bolts, wheel nuts, clamps, fasteners and/or trailer suspensions to required torque values after unit delivery and recommended intervals thereafter.

NINETY (90) DAYS

- Lubricate all hinges door rollers and any other pivoting connections
- Remove exterior body contaminants using detergent and water washing practice -Check and lubricate PTO drive lines, hydraulic fluid levels and all hoses.

NOTE: This PROCEDURE must be followed.

In advance of work proceeding, we require a **faxed written repair estimate, mutual acceptance by our Warranty Mgr, SERIAL and MODEL vs to initiate and process a WARRANTY CLAIM.** Suspect defective parts must be returned **PREPAID** for determination of a warranty claim processing otherwise warranty may be denied.

DURABODY INDUSTRIES LIMITED

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Attention: Service Department
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