

**Basic Limited Warranty Schedule for  
Durabody Industries Limited Van Body  
& Platform Body**

Coverage Schedule by	Months	
	Parts	Labour
Welded Body Structure	12	12
Wood Floor	12	12
Metal Floor	12	12
Paint Finish	12	12
Wiring *	12	12
Tailgate*	12	12
Swing Panel Doors & Hardware	12	12
Side Panels	12	12
Roof Material	12	12
Roof Bows	12	12
Sealant & Coating	12	12
Interior Lining	12	12
Side & Front Wall Posts	12	12
Top & Bottom Rails	12	12
Bulkhead or Front Rack	12	12
Side & Rear Racks	12	12
Mounting of body to Chassis *	30 Days	30 Days
Lights	30 Days	30 Days
Customer Requested Items *	90 Days	90 Days

*\*Wiring coverage extended where supplied and installed by Durabody  
\*Tailgate coverage extended where supplied and installed by Durabody  
\*Mounting of body to chassis by Durabody , mounting hardware and components supplied by Durabody  
\*Customer Requested items, unique vendor optional equipment not manufactured by Durabody are individually warrantied to limits by manufactures.*

**The following instructions have been created to speed up our Warranty Claims process. Please follow the instructions carefully to make sure we can process your warranty claim as quick as possible**

**End User:**

1. When Possible, please take digital photos of the problem part or area. Email pictures to [sales@durabody.com](mailto:sales@durabody.com)
  2. Call Durabody Industries Toll Free at 1-800-661-3775 to discuss the nature of the problem with a Durabody representative.
  3. Prior to the warranty repair or replacement of parts, the warranty claim must be approved by the Durabody Warranty Department. If work is to be carried out by an alternative facility a written repair estimate must be submitted and an approved course of action agreed to prior to repairs or part replacement being performed.
  4. **Durabody will authorize a course of action. This could include.**
    - A) Durabody will ship warranty part(s) to end user for installation/repair at agreed upon job time and hourly rate
    - B) Refer Customer to authorized Durabody Service Center for the repair
    - C) Refer customer to Durabody or Gin-Cor manufacturing facility for repair.
  5. Durabody will invoice and ship replacement parts to the end user based on the agreed repair/installation charges pending "warranty" evaluation
  6. Defective and/or replaced parts must be shipped to Durabody Industries for warranty evaluation. No work orders will be paid without the return of defective product. Advise dealership or repair center to ship any defective or replaced parts to Durabody. Product must be received within 30 days of repair/replacement being performed, failure to return parts will forfeit any claim pending.
- If defective parts are approved under warranty Durabody will reimburse the customer for invoicing and freight charges.

# Van & Platform Body Warranty



**ALL WARRANTY CLAIMS MUST BE APPROVED BY AN AUTHORIZED COMPANY REPRESENTATIVE PRIOR TO REPAIR AND/OR PURCHASE OF PARTS**

**This Warranty Shall not Apply To:**

1. Any unit which has been altered in any way so as, in the judgement of the Company to affect adversely its operation or reliability.
2. Any unit which has been subject to misuse, negligence, or accident. Where the unit is found to have been misused from 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.
3. Any unit which has been operated at a speed exceeding the recommended speed or loaded beyond the rated load capacity.
4. Normal maintenance service or adjustments.
5. Tires, tubes, hydraulic fluids and other products supplied by other manufactures, warranty on which is limited to that extended by the other manufacturers.

6. Reimbursement for payments arising from incidental or consequential loss of income caused by “down-time”, alternate transportation costs, lodging costs, costs of replacement vehicles, fuel, insurance and mileage expense, should the unit be out of service for warranty repair or any other reason.

7. Costs of additional removal and replacement of signage and interior components in order to facilitate vehicle repairs.

8. 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 they will be credited accordingly

9. Exposure to corrosive, hazardous, eroding or decaying products/elements or unsafe cargo which may deteriorate the integrity of any part of the unit.

**Durabody Industries Limited**

**Telephone: (905) 775-5338**

**Toll – Free: (800) 661-3775**

**Fax: (905) 775-8748**

**Mail: 2753 Highway 27, PO Box 12  
Bond Head, Ontario, Canada L0G 1B0**

**Website: [www.durabody.com](http://www.durabody.com)**

**Email: [Sales@durabody.com](mailto:Sales@durabody.com)**

Durabody Industries Limited, hereinafter called “The Company”, warrants each new van and platform body unit installed to be free from defects in material and workmanship under normal use and service, its obligation under warranty being to repairing or replacing any part or parts thereof, including all accessories as manufactured by The Company, within 1 year after delivery to the original purchaser as outlined in the policies stated in this document. Such defective part or parts will be repaired or replaced free of charge and without charge for installation to the original purchaser, provided work is performed in our shop. If work is to be carried out by an alternative facility a written repair estimate must be issued to carry out the work needed. Replacement parts will only be warrantied for the remaining term of this 1 year warranty.

This warranty is limited to replacement or repair at The Company’s factory in Bond Head, Ontario. Any parts authorized for return by The Company will be returned freight prepaid by the end user. The Company shall not be responsible for the loss of products, time, or for consequential damages of any nature or kind. The Company makes no warranties, express or implied, or merchantability and fitness for a particular purpose otherwise. If warranty is performed by an out of town repair facility, liability will be limited to flat rate replacement charges.

Note: If said unit is not installed by Durabody Industries Limited the installer of the above unit becomes responsible in assisting with all warranty claims. Any defects caused by workmanship will be deemed to be the installer’s responsibility.

