



WARRANTY POLICY

1.1 WARRANTY INFORMATION

1.1.1 RawMaxx trailers warrants that its product to the original purchaser will be free of defect(s) for a period of one (1) year, providing that the following conditions are met and satisfied.

1.1.2 Warranty Covers

Warranty covers the main frame for 3 years, ramps, crossmembers, railings and any non wearing items for 1 year. Normal wear items will not be replaced due to wear. These normal wear items include but are not limited to flooring, paint, brake lining(s), bearings and hoses. All auxiliary parts such as brakes, calipers, jacks, wheels, bearings, tires, suspension, lights, hydraulic dump cylinder and controls are covered by the warranty of their manufacturer.

1.1.3 Limitations

The sole responsibility of RawMaxx Trailers under this limited warranty shall be to repair and replace parts at the RawMaxx Trailers factory, or at a RawMaxx Trailers authorized dealer, or another location (with prior written approval by RawMaxx Trailers). 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, including but 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. RawMaxx Trailers will not reimburse any claimant for any adjustment or repair of a RawMaxx Trailers trailer without prior written approval by RawMaxx Trailers. Any repairs performed at a location other than RawMaxx Trailers manufacturing, will be allotted \$25.00 per hour for labor costs.

1.1.4 Warranty Void

RawMaxx trailers is not responsible for damage caused by accident, negligence, abuse, misapplication, or misuse of a trailer or any of its component parts. Loading in excess of gross vehicle load rating stated on the certificate plate will invalidate any and all warranties. Any modifications, alterations, or repair to any product manufactured by RawMaxx Trailers without RawMaxx Trailers prior knowledge and written consent will void manufacturer's warranty.

1.1.5 Transportation Costs Excluded

Transportation of any trailer to and/or from your dealer, or an approved repair facility, or RawMaxx Trailers factory shall be the responsibility of the trailer owner. RawMaxx Trailers shall not be held responsible for any such costs.

1.1.6 Disclaimers

This warranty is expressly given in lieu of all other warranties and representations. RawMaxx Trailers makes no representation or warranty of any kind, express or implied, with respect to RawMaxx Trailers weather as to merchantability, fitness for a particular purpose or any other matter. No one, including an authorized RawMaxx Trailers dealer is authorized to make further or additional warranties on behalf of Rawmaxx Trailers.

1.1.7 Dealer Responsibilities

The dealer is responsible for submitting the manufacturer any claim you wish to make under this Limited Warranty.

1.1.8 Required Warranty Claim Procedure

1. Within five (5) days after discovering a problem with your RawMaxx Trailers trailer, return your trailer for inspection to your RawMaxx Trailers dealer where you bought your trailer.
2. If your dealer cannot repair the problem free of charge and you want to file a claim under this warranty, your local dealer must send to RawMaxx Trailers by registered letter or fax a warranty claim form, together with all the required information within ten (10) days of the discovery of your defect.
3. RawMaxx Trailers will acknowledge such receipt of a claim by registered letter or fax to the dealer and the claimant. RawMaxx Trailers will respond as soon as possible, being later than thirty (30) days after receipt of the claim.
4. Any defected parts must be sent by prepaid freight to RawMaxx Trailers, in order to qualify the claimant for replacement or reimbursement under this limited warranty. Any defective parts must be returned to RawMaxx Trailers **WITHIN THIRTY (30) DAYS OF THE DATE OF APPROVAL TO QUALIFY FOR REIMBURSEMENT**
5. RawMaxx Trailers reserves the right to not pay unreasonable cost for replacement or repair of defects to a RawMaxx Trailers trailer, and may at it's discretion, establish reasonable reimbursement or parts for any authorized work performed under the terms of this Limited Warranty.
6. When required, photos of defective part(s), or the actual part(s), may have to accompany the warranty approval before payment can or will be made.
7. Rawmaxx Trailers **HERE MAKES NO OTHER EXPRESS OR IMPLIED WARRANTIES AND THERE ARE NO OTHER WARRANTIES WHICH EXTEND BEYOND THOSE DESCRIBED IN THE USER'S MANUAL.**