

## Ox Bodies Warranty Procedure

**Please note: No warranty repair or invoice will be considered unless authorization has been obtained from and warranty repair authorization (WRA) number has been issued by the Ox Bodies warranty administrator.**

**[www.oxbodies.com](http://www.oxbodies.com)   [oxwarranty@tbei.com](mailto:oxwarranty@tbei.com)  
1-800-844-2519   Fax: 205-392-5794**

Ox Bodies warrants only products manufactured and/or installed at one of its three locations:

Ox Bodies, Inc Alabama  
719 Columbus St. East  
Fayette, Alabama 35555

Ox Bodies, Inc South Carolina  
195 Industrial Lane  
Bennettsville, SC 29512

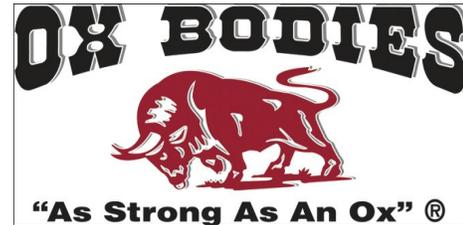
Ox Bodies, Inc Arkansas  
139 Old Airport Rd.  
Nashville, AR 71852

or at its authorized installer:

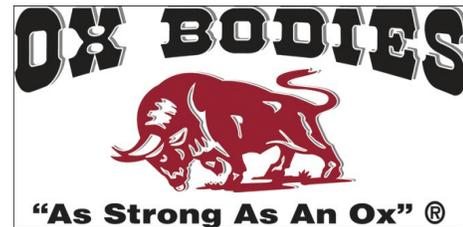
TBEI Lakeland Operations  
4220 Drane Field Rd.  
Lakeland, FL 33811

In cases where product failure occurs due to defects in materials and/or workmanship; within the limitations set forth by the Ox Bodies limited warranty and during the warranty time period, a claim must be filed within thirty (30) days of such failure.

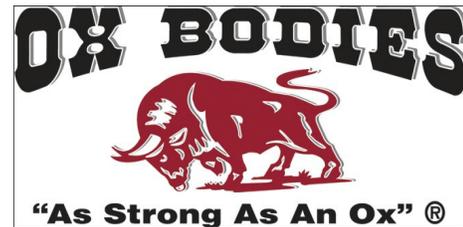
If the truck body or accessory was purchased through a dealer, please contact the dealer and they will coordinate with Ox Bodies if the defect is warrantable. Other users may contact the Warranty Administrator directly using the information above. Ox Bodies will make the following allowances to authorized distributors:



1. In an effort to reduce distributor’s freight costs, Ox Bodies may choose to have the defective part scrapped at the Distributor location. In such cases, the distributor may be required by the Warranty Administrator to provide photographs of the part(s) in question along with the submission of the warranty claim. In cases where the part has an identification/serial number tag of its own (in addition to the Ox Bodies serial number on the truck body itself), that information must also be included with the warranty claim. The part(s) must be retained by the distributor until such time as the warranty claim has been finalized.
2. Ox Bodies will provide a Warranty Repair Authorization (WRA) number when the Warranty Administrator determines an issue meets the conditions of a warrantable failure. Any returned material must be clearly labeled with this number on the shipping label and packing slip. Parts received without this identification number will not be credited.
3. Parts to be warranted must be received within fourteen (14) days of shipment of replacement part. Parts not received within this time period will not be credited, and the distributor will be charged for the replacement component unless prior arrangements have been made with the Warranty Administrator for consideration of extenuating circumstances.
4. Components of Ox Bodies manufacture which are returned and determined upon our inspection to be defective in materials and/or workmanship will be credited and/or repaired/replaced at no charge. Freight charges are to be submitted on the claim form. Please note; additional charges will not be paid for expedited shipments of replacement parts.
5. All Freight collect shipments of returned materials will be refused.
6. Vendor made components must be returned for warranty consideration either to the component manufacturer, or to Ox Bodies Warranty department in Fayette, Alabama. Ox Bodies Warranty Administrator will determine the ship-to location. Prior to returning these components, shipping arrangements must be made by contacting the Warranty Administrator for a WRA number.



7. Repairs are to be performed solely with parts manufactured, rebuilt, or supplied by Ox Bodies, exclusively by authorized repair shops. Warranty will not be allowed when other manufacturer's replacement parts are used, or when performed by other than an Ox Bodies approved repair shop unless authorized by Ox Bodies Warranty prior to beginning repairs. (*see # 8 for details on conditions for prior approval*) Ox Bodies repair and/or replacement parts will be covered by Ox Bodies standard written warranty for a period of one (1) year.
8. Distributors may arrange with Ox Bodies warranty to perform the repair(s) themselves. In these cases, Ox Bodies will credit the distributor for the cost of labor incurred in replacing defective components based on the hours listed in the Warranty Flat Rate Schedule in this document. No additional time will be allowed unless a full explanation is furnished as to possible extenuating circumstances and prior approval has been obtained. Standard hours are based on performance of properly equipped and adequately trained mechanics. No credit will be allowed for labor hours spent in inspection of equipment or diagnosis of equipment problems, as this is a function generally performed by supervisory personnel rather than direct labor.
9. In cases where there is no authorized repair shop or distributor at hand to perform repairs, Ox Bodies Warranty will arrange either to transport the unit to the nearest authorized repair shop/distributor or Ox Bodies facility; whichever is most convenient. Owners may choose to have repairs performed elsewhere, however reimbursement of labor charges will be according to the Flat Rate Schedule, and the repair may not be covered by the warranty.
10. Warranty consideration for repairs submitted by the distributor will be allowed according to the flat rate schedule only. Any difference in charges invoiced will be the responsibility of the distributor.
11. No credit for labor hours/parts will be issued for replacement of components that our inspection subsequently shows not to be defective.
12. No allowance will be made for travel time spent by the distributor to perform repairs.



13. No allowance will be made for towing charges.
  
14. Claims will be allowed for replacement of hydraulic fluid only in cases where failure of a component clearly indicated loss of a major portion of the fluid in the system. The allowance shall not exceed the current average price per gallon.
  
15. Ox Bodies will investigate all claims submitted within the warranty period for the unit in question. If the claim is authorized, a WRA number will be issued. If the claim is rejected, a letter indicating the reason will be returned to the distributor.