

LIMITED WARRANTY POLICY AND PROCEDURE

OX TRAILERS



“As Strong As An Ox”®



TRAILER BODY LIMITED WARRANTY

Ox Trailers of Truck Bodies and Equipment International (TBEI), warrants all new trailer bodies and/or accessories purchased directly from Ox Trailers or from authorized re-sellers of Ox Trailers products for a period of 2 years from the date of sale to the end user/customer. This warranty must be activated with Ox Trailers within 30 days of sale to the end user/customer to be valid. This warranty is not transferrable once activated by the dealer or the end user/customer and warrants that our products shall be free of defects in material and workmanship under normal operating conditions and when properly maintained and operated as directed in the owner's manual for the duration of the warranty period.

This warranty is limited to trailer bodies and/or accessories manufactured and/or installed by Ox Trailers; or installed by Ox Trailers authorized install sites. It does not cover post-production or distributor modifications made by other than Ox Trailers. These modifications include, but are not limited to:

- Installation of tarp (by other than Ox Trailers)
- Installation of vibrator (by other than Ox Trailers)
- Installation of bodies and stand alone components purchased from but not installed by Ox Trailers shall not be warranted.
- Any design modifications made by the end user/customer to the original Ox Trailers unit

Repair, replacement, or credit is at Ox Trailers discretion. Ox Trailers will not reimburse for work performed without prior authorization. Ox Trailers reserves the right to refuse estimates deemed excessive.

Environmental damage resulting from time spent on dealer lots is not covered by this warranty. This damage can include but is not limited to:

- Rust
- Storm damage
- Exposure to extreme temperatures
- Hoist failure as a result of being displayed for extended periods in the raised position

Paint warranty is limited to adhesion to metal surfaces only, and does not include either the inside or the understructure of trailer bodies. Due to the nature of the product and its intended applications, trailer bodies are painted white at the customer's own risk, and shall not be covered by this warranty.

Items such as loose bolts, loose or ungreased fittings, hydraulic leaks, electrical connections, loose lift axle mounting hardware, and unusual noises shall be warranted for a period of 90 days from date of sale to end user/customer. Issues of this nature reported after 90 days shall be considered the result of normal wear and subject to regular maintenance by the customer as detailed in the operator's manual and are not covered by Ox Trailers warranty. Failure to follow the maintenance regimen outlined in the operator's manual for the trailer body and/or accessories will void the warranty. These items include but are not limited to:

- Grease fittings
- Tailgate pins
- Tailgate hinge bushings
- Hydraulic cylinder pins
- Rear hinge fittings
- Torque of bolts

This warranty is void if the unit has been abused, or has been subject to other than normal usage as explained in the operator's manual. No other obligation is assumed or authorized by Ox Trailers other than herein set forth.

Ox Trailers assumes no responsibility for fit, form, function of the tractor body and chassis used in the transportation of trailer unit. Dealerships and distributors are responsible for the condition of the tractor body and chassis and trailer prior to delivery to the customer. Damage occurring to tractor body and chassis and trailer before arriving at or after leaving Ox Trailers premises shall not be warranted. Cosmetic damage resulting from transport will be covered only if trailer unit is hauled by Ox Trailers, and only if damage is reported within 24 hours of delivery.

Ox Trailers does not assume any liability for any secondary charges, travel, loss of use, down time, or any other incidental or consequential expenses.

EXCEPT AS EXPRESSLY PROVIDED HEREIN, OX TRAILERS MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, WITH RESPECT TO ANY PRODUCT, OR THE PERFORMANCE OR RESULTS OF DISTRIBUTION, SALE OR USE THEREOF. OX TRAILERS HEREBY DISCLAIMS TO THE FULLEST EXTENT PERMITTED BY LAW ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY, OF FITNESS FOR ANY PARTICULAR PURPOSE OR ARISING BY USAGE OF TRADE, COURSE OF DEALING OR COURSE OF PERFORMANCE.

CONDITIONS OF WARRANTY CONSIDERATION

Any and all warranty work to be performed must be approved and authorized by Ox Trailers Warranty department prior to commencing work and/or accruing charges.

Defective components must be sent to Ox Trailers within 30 days of claim. When freight costs might be excessive, photos may be sent in lieu of actual component if damage/defect can be clearly identified, at the discretion of the Ox Trailers warranty administrator.

All warranties, extended to Ox Trailers by the supplier of any component used in the manufacture of trailer will be assigned, if contractually permitted, to the purchaser. In no event will Ox Trailers extend a warranty for a component beyond the period that is provided by the manufacturer of the component in question. Component warranty details will be provided to the purchaser on request. Tire warranties shall be made directly from the tire manufacturer to the purchaser and are expressly excluded from the Ox Trailers warranty. Tarps and related components are limited to a 90-day warranty, unless a longer period is both offered and assignable by the manufacturer of the tarp. Bed liners and the

installation of such liners are expressly excluded from this warranty.

This warranty does not cover normal and ordinary wear, tear and deterioration of the equipment. Maintenance items such as light bulbs, brake linings, oil seals, and paint are also excluded. Alterations of the trailer by someone other than an Ox Trailer service facility can also render the warranty invalid. For warranty consideration, the purchaser agrees to return the defective equipment or parts, to Ox Trailers or its authorized service facility on a freight prepaid basis within 30 days after the defective condition is discovered.

Invoices must indicate the warranty repair authorization number or reference number issued by Ox Trailers in order to be recognized. Invoices received without this identification will not be paid.

In cases where product failure occurs due to defects in materials or workmanship within the warranty period and limitations set forth by this policy, a claim must be filed within 30 days of such failure.

Ox Trailers reserves the right to deny any claim which does not meet any or all of the above requirements.

OX TRAILERS 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 Trailers warranty administrator.

www.oxbodies.com oxtrailerswarranty@tbei.com
662-438-7800 ext. 7831 Fax: 662-438-7799

Ox Trailers warrants only products manufactured and/or installed at its Tishomingo location:

Ox Trailers
1425 Highway 25 North
Tishomingo, MS 38873

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

If the trailer body or accessory was purchased through a service representative, please contact the service representative and they will coordinate with Ox Trailers if the defect is warrantable. Other users may contact the Warranty Administrator directly using the information above. Ox Trailers will make the following allowances to authorized service representatives.**

***Note: Service representatives may be a dealer, distributor, or an authorized repair shop.*

1. In an effort to reduce service representative's freight costs, Ox Trailers may choose to have the defective part scrapped at the Service Representative location. In such cases, the service representative 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 Trailers serial number on the trailer body itself), that information must also be included with the warranty claim. The part(s) must be retained by the service representative until such time as the warranty claim has been finalized.
2. Ox Trailers 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 service representative 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 Trailers 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 Trailers Warranty Administrator in Tishomingo, Mississippi. Ox Trailers 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 Trailers, 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 Trailers approved repair shop unless authorized by Ox Trailers Warranty prior to beginning repairs. (see # 8 for details on conditions for prior approval) Ox Trailers repair and/or replacement parts will be covered by Ox Trailers standard written warranty for a period of two (2) years.
8. Service representatives may arrange with Ox Trailers Warranty Administrator to perform the repair(s) themselves. In these cases, Ox Trailers will credit the service representative 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 service representative at hand to perform repairs, Ox Trailers Warranty will arrange either to transport the unit to the nearest authorized service representative or Ox Trailers 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 service representative will be allowed according to the flat rate schedule only. Any difference in charges invoiced will be the responsibility of the service representative.
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 service representative 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 Trailers 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 service representative.

OX TRAILERS WARRANTY FLAT RATE SCHEDULE

The listed hours below will be the maximum allowable charges for warranty claims properly executed; provided the repair has been deemed warrantable by Ox Trailers. No additional time will be considered unless a full description is furnished as to possible extenuating circumstances. Prior to completion of repairs, a quote and photos must be obtained before authorization from the Warranty Administrator.

<u>Unit and Operation</u>	<u>Hours</u>
1. Cylinder replacement	4.0
2. Hinge replacement	2.0
3. Replacement of tarp motor	1.0
4. Replacement of tarp cover	1.0

Special Restrictions

No tailgate repair shall exceed two hundred (\$200) dollars. Any tailgate requiring a repair in excess of this amount shall be replaced at the discretion of the warranty administrator. The warranty administrator may require photos be provided of the gate to make his determination.

The following repairs must be performed by Ox Trailers due to safety considerations:

- Rear hinge
- King pin
- Hoist mount

Any repair other than those listed above must be negotiated with Ox Trailers warranty administrator prior to commencing work.

Ox Trailers reserves the right to break down hourly rates into quarter-hour increments at the discretion of the warranty administrator.

Ox Trailers reserves the right to revise this schedule at any time without notice.

OX TRAILERS LIMITED WARRANTY CARD

Valued Customer:

Please fill out the information in the card below and return this card to activate the warranty on your unit.

Ox Trailers limited warranty is effective for one (1) year from the purchase date indicated on this card when it is received by our warranty administrator.

For your future reference, you can record the serial number, and purchase date here:

Unit Serial Number: _____

Vehicle Identification Number (VIN):

Purchase Date: ____ / ____ / ____

Dealer/Distributor (if applicable): _____

**For warranty information,
please contact:**

**Ox Trailers Warranty Administrator
Ox Trailers
Office: 662-438-7800 ext. 7831
Fax: 662-438-7799
oxtrailerswarranty@tbei.com**



Ox Trailers Limited Warranty Card

Unit Serial Number: _____

Vehicle Identification Number (VIN): _____

Purchase Date: ____ / ____ / ____

Dealer/Distributor (if applicable): _____

Purchaser Name: _____

Address: _____

Phone: _____ Mobile: _____

email: _____



From: _____

First-Class
Postage
Post Office
will not deliver
without proper
postage

Ox Trailers Warranty
ATTN: Warranty Administrator
1425 Highway 25 North
Tishomingo, MS 38873