

OX BODIES



“As Strong As An Ox”®

OX BODIES Limited Warranty Policy and Procedure



TRUCK BODIES & EQUIPMENT INTERNATIONAL, llc.

Ox Bodies 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 Bodies 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 : OB _____

Purchase Date: ____/____/____

Dealer/Distributor (if applicable): _____

Ox Bodies Limited Warranty Card

Unit Serial Number : OB _____

Purchase Date: ____/____/____

Dealer/Distributor (if applicable): _____

Purchaser Name: _____

Address: _____

Phone: _____ Mobile: _____

email: _____

From: _____

First-Class
Postage
Required

Post Office
will not deliver
without proper
postage

Ox Bodies Warranty
ATTN: Warranty Administrator
719 Columbus St. E.
Fayette, AL 35555

Truck Body Limited Warranty

Ox Bodies, Inc., a subsidiary of Truck Bodies and Equipment International (TBEI), warrants all new truck bodies and/or accessories purchased directly from Ox Bodies or from authorized re-sellers of Ox Bodies products for a period of 1 year from the date of sale to end the user/customer. This warranty must be activated with Ox Bodies 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 truck bodies and/or accessories manufactured and/or installed by Ox Bodies; or installed by Ox Bodies authorized install sites. It does not cover post-production or distributor modifications made by other than Ox Bodies. These modifications include, but are not limited to:

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

Repair, replacement, or credit is at Ox Bodies discretion. Ox Bodies will not reimburse for work performed without prior authorization. Ox Bodies 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 truck bodies. Due to the nature of the product and its intended applications, truck 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 owner's manual and are not covered by Ox Bodies warranty. Failure to follow the maintenance regimen outlined in the owner's manual for the truck 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 owner's manual. No other obligation is assumed or authorized by Ox Bodies other than herein set forth.

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

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

Conditions of Warranty Consideration

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

Defective components must be sent to Ox Bodies 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 Bodies warranty administrator.

Invoices must indicate the warranty repair authorization number or reference number issued by Ox Bodies 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 Bodies reserves the right to deny any claim which does not meet any or all of the above requirements.

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
1-800-844-2519**

**oxwarranty@tbei.com
Fax: 205-392-5794**

Ox Bodies warrants only products manufactured and/or installed at its Fayette location:

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

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.

Ox Bodies 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 Bodies. 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. Pump replacement	2.0
2. PTO replacement	4.0
3. Cylinder replacement	6.0
4. Hinge replacement (both sides)	1.0
5. Hinge pin replacement (per side)	.75
6. Total replacement of cab controls	6.0
7. Replacement of tarp motor	1.0
8. 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 Bodies due to safety considerations:

- Rear hinge
- Top mount
- Front mount

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

Hourly rates shall not exceed industry standard of eighty-five (\$85) dollars per hour.

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

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

For warranty information, please contact:

Ox Bodies Warranty Administrator

TBEI Ox Bodies

Toll Free: 1-800-844-2519

Office: 205-932-5720 ext. 104

Fax: 205-932-5794

oxwarranty@tbei.com



"As Strong As An Ox"®



OX BODIES INC.

MANUFACTURERS OF QUALITY TRUCK BODIES SINCE 1972

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