



# WARRANTY STATEMENT

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## Warranty Statement

The Trailer Factory is committed to continuous improvement. While we always strive to deliver, a "100% customer satisfaction" we recognize that there is the risk that through material or process defect that our product may not perform as we promised or as one might expect.

Our commitment to you, our customer is as follows:

1. We will review any and all defects reported during the 1-year period and determine the reasonable cause.
2. If the cause is or can be shown to have been caused by material defect, labor or from carelessness, or improper procedure we warrant that we will repair at our discretion the affected area or component at our cost, subject to the following terms and conditions;

The Trailer is to be returned to our facility to complete any repairs;

Prior approval in writing is required prior to any other means of fulfilling our obligation;

No alternate means of satisfying our obligation will be agreed to, after the fact.

Only equivalent or better materials, processes products etc. will be utilized in rework;

We will provide an explanation of the cause and how the solution will prevent reoccurrence.

Our warranty does not extend to subsequent events, occurrences or damages resulting from any determined defect in materials, products or workmanship, other than those held enforceable by a court of law or that which our Business insurance policy covers.

The warranty does not extend to cover wear and tear, chipping, scratching, or other common issues related to age, use or harsh environment.

At our discretion and wholly our decision, we may authorize other means to satisfy our obligation in pursuit of your 100% satisfaction.

3. The Trailer Factory. must endeavor to provide its services in a competitive nature within the marketplace we live in. It is not feasible or common in our industry to provide any compensation for costs arising from defects including missed trips, overhead expenses, travel costs, alternative means of transportation, ancillary costs in general that may be directly or indirectly attributed to warranty, delays or rework completed by other service providers.

4. We extend a handshake and promise to assure you that we will do or act as we would hope we would be treated under similar circumstances and further that our integrity and reputation has significant value that we will always try to keep you 100% satisfied, we offer that in conjunction with the above.