

# GR Trailers, LLC Warranty

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## *Warranty and Warranty claim process*

### **Limited 1-3 Year Manufacturer's Warranty Details**

#### **Manufacturer's Limited Warranty**

- GR Trailers, LLC warrants that its product, to the **original buyer**, will be **defect-free** for a period of one year, providing that the following conditions are met and satisfied.
- Warranty is **NOT** transferable but is warranted to its original owner **ONLY**.
- This warranty takes effect on all GR Trailers, manufactured **on or after** September 1, 2019 and or VIN label reading 2020 3BZxxxxxxLC00000 or later.
- To validate this **Limited Warranty**, you must complete the warranty registration no later than thirty (30) days following the purchase of your GR Trailer. If this warranty is **NOT** completed and REGISTERED by the thirtieth day after purchase of the trailer, all express warranties contained in this limited warranty will be void except as prohibited by law.  
**Original Owner:** *An Original Owner is defined as the first retail purchaser or lessee of the GR Trailer who takes delivery on the GR Trailer on its Date of First Purchase.*

#### **Warranty Covers**

- This warranty covers the primary frame main frame/structure, cross members, railing and sub frame only; for a period of three (3) years.
- Any other non-wearing items and Ramps, Gates, Structural Gate Latches and Gate Hinges are covered for a period of one (1) year.
- Paint, liners, and wood flooring are warranted to be free from Manufacture defects in material and workmanship for a period of ninety (90) days from the date of purchase.  
**All third-party components:** Tires, wheels, jacks, suspension, lights, brakes, calipers, hydraulic dump cylinders controls etc. are covered by the warranty of their respective manufacturer.

#### **Exclusions and Limitations**

##### **Exclusions:**

Items subject to normal wear will not be replaced due to wear. This warranty does not cover wear and maintenance items, or those items excluded elsewhere in the Manual.

1. This Warranty does not cover any part or parts which have been damaged as a result of an accident, misuse, abuse, or which have been modified, altered or repaired in any way without the express written consent of GR Trailers, LLC, and any tarps or canvas on trailers. This warranty shall not apply if the trailer has been subjected to loads in excess of its rated capacity.

2. Damage due to Lack of Maintenance, Improper Maintenance, or the Use of incorrect Oil or Lubricants etc.
3. Normal wear items include but are not limited to: surface paint, flooring, bearings, hoses and brake linings, Damaged brake rotors and drums resulting from failing to replace brake pads and/or shoes before they have worn sufficiently enough to damage such rotors and drums.
4. You are obligated to ensure adequate inspections occur to prevent rotor and drum damage due to pad/shoe wear, or loose lug nuts and spindle nuts, etc.

**Limitations:**

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

**Actions, Events or Other Occurrences which Render the Warranty Voided**

- GR Trailers, LLC. is not responsible for damages caused by abuse, misapplication or negligence of a trailer or any of its individual component parts. Loads unbalanced and/or exceeding the gross vehicle load rating indicated on the product's certificate plate will invalidate and void any and all warranties. Any repairs, alterations or modifications to GR Trailers, LLC. products without the express written consent and prior knowledge of GR Trailers, LLC will void manufacturer's warranty.
- Changes in trailer appearance due to normal use and exposure to the elements and corrosion to underlying metal when paint integrity is not consistently maintained. (Not Properly washing a trailer after each use).
- Damage due to factors beyond the manufacturer's control Examples of these factors include, but are not limited to:
  1. Accidents and incidents that damage your GR Trailer including but not limited to collision, fire, theft, riot, Alteration, modification, tampering, rewiring.
  2. Damages or corrosion from the environment such as acid rain, airborne fallout (chemical, tree sap, etc.), road salt, hail, windstorm, lightning, floods, and acts of God. This limitation also includes damage to trailer assemblies such as brakes and suspension.

3. Misuse of your GR Trailer such as driving over curbs, or other hazardous objects or road structures, overloading the trailer, or engaging in activities or uses not described in our owner's manual.

### **Normal Maintenance**

Normal maintenance services such as cleaning and polishing, minor adjustments, lubrication, wheel alignment, and tire rotation unless such services are provided as part of a coverable warranty repair instance are NOT warranty related. Normal maintenance items including but not limited to lubricants, light bulbs, and batteries, are NOT warranted. Cleaning is part of maintenance.

### **Transportation Costs Excluded:**

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

### **Preapproved Repairs or Service:**

All repairs or service performed on a GR Trailer **must** first be approved by GR Trailers, LLC for any of these expenses to be covered under warranty. GR Trailers, LLC will not be held liable for any repairs or service that has been performed on a GR Trailer without prior, express written authorization.

### **Disclaimers**

- This warranty is expressly given in place of all other representations and warranties taking effect on all 2019 models and later. GR Trailers, LLC makes no representation or warranty of any kind or type, express or implied with respect to GR Trailers, LLC whether as to merchantability, fitness of a particular purpose or any other matter. **No party, including an authorized GR Trailers, LLC dealer is authorized to make further or additional warranties on behalf of GR Trailers, LLC.**
- GR Trailers, LLC. makes no other implied or express warranties. There are no other warranties which extend beyond such as stated.
- **GR Trailers, LLC reserves the right to make changes in trailers built and/or sold by GR Trailers, LLC and its Authorized GR Trailers Dealers at any time without incurring any obligation to make the same or similar changes on trailers previously built or sold.**
- **No claimant will be reimbursed by GR Trailers, LLC for any repair or adjustment of a GR Trailer without prior written approval by GR Trailers, LLC. See labor rates under limitations for any emergency labor service performed on a GR Trailers product.**

### **Dealer Responsibilities**

- The dealer is responsible to inform the customer that unless the warranty is registered with GR Trailers within 30 days from purchase, the warranty is void. (Refer to **Manufacturer's Limited Warranty** for more information.)

- The Dealer is responsible to make sure the customer understands what is required as to tightening the lug nuts at 20, 50 100, 200 and 250 miles from new, or each tire change.
- The Dealer is responsible to make sure the customer understands that the bearings need to be checked and maybe adjusted in tightness at 20, 50 100, 200 and 250 miles from new, or after any maintenance done to any part of the trailer hub or brakes.
- The dealer is responsible to inform the customer to check if the hub and or brakes heat beyond normal ware.
- The dealer is responsible for submitting to GR Trailers, LLC the manufacturer any claim you wish to make under this Limited Warranty.

### **Warranty claim process:**

1. Within five (5) days after discovering a problem (potential problem) with your GR Trailers trailer, return your GR Trailer for inspection to your GR 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 GR Trailers by registered letter or E-mail a warranty claim form, together with all the required information within ten (10) days of the discovery of your defect. The Warranty claim form can be found and completed on the GR Trailers website or by contacting the GR Trailers office.
3. A GR Trailers warranty **repair estimate form** must be filled out and submitted with photos evidence of damages or suspect damaged areas of your GR Trailer for preapproval.
4. GR Trailers will acknowledge such receipt of a claim by registered letter or E-mail with a **CLAIM NUMBER** to the dealer and the claimant. GR Trailers will respond as soon as possible, being later than thirty (30) days after receipt of the claim.
5. Any defected parts must be sent by prepaid freight to GR Trailers, in order to qualify the claimant for replacement or reimbursement under this limited warranty. Any defective parts must be returned to GR Trailers Warranty Department WITHIN THIRTY (30) DAYS OF THE DATE OF APPROVAL TO QUALIFY FOR REIMBURSEMENT.
6. GR Trailers reserves the right to not pay unreasonable cost for replacement or repair of defects to a GR Trailers trailer and may at its discretion; establish reasonable reimbursement or parts cost for any authorized work performed under the terms of this Limited Warranty.
7. 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.
8. GR 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.

**This warranty gives you specific legal rights, and you may also have other rights which vary from State to State. This Limited Warranty shall be governed by the laws of the United States and of Oklahoma, without regard to the choice-of-law rules of that or any other jurisdiction.**