



Warranty & Service Policy

Effective Date: March 20, 2025

1. **Warranty Coverage** Subject to the terms and conditions outlined below, Tool Trailer USA (hereinafter referred to as "Tool Trailer USA") provides a warranty for its equipment against defects in material and factory workmanship to the original owner. This warranty is valid for a period of twelve months from the date of shipment from Tool Trailer USA's facility, unless an extended warranty program has been purchased.
2. **Limited Warranty Terms and Conditions** - This warranty exclusively covers defects in original equipment manufactured by Tool Trailer USA and requires inspection and analysis by Tool Trailer USA to confirm the nature and cause of the failure. - Warranty replacement parts will be delivered only to the original equipment delivery location. - Defective components, both mechanical and electrical, will be repaired or replaced free of charge to the original owner within ninety (90) days from the date of shipment. After this initial period, defects in components manufactured by Tool Trailer USA will be repaired or replaced under the following conditions: 1) The equipment owner agrees to pay for service technician travel expenses from the authorized Tool Trailer USA distributor. 2) The faulty components are returned to Tool Trailer USA's facility, freight prepaid, with pre-authorization from Tool Trailer USA. - Components purchased, but not manufactured, by Tool Trailer USA are subject to the manufacturer's warranty. - Tool Trailer USA's warranty covers repair, replacement, or credit for its own manufactured equipment or parts only and does not include labor, material, freight, or service charges for equipment removal. - Tool Trailer USA is not liable for losses, injuries, or damages to persons or property resulting from the installation, use, or failure of Tool Trailer USA products.
3. **Product Improvements** Tool Trailer USA reserves the right to make improvements to its products in material and design without prior notice. These improvements may not be retroactively applied to previously manufactured equipment.
4. **Warranty Transfer** The Tool Trailer USA warranty is limited to the initial customer and the original delivery location. It does not extend to secondary owners in the event of resale or redistribution. This warranty does not cover expenses, whether direct or consequential, arising from the use or inability to use these products.
5. **Conditions Voiding Warranty** This warranty shall not apply to equipment that: 1. Has undergone repairs or modifications not authorized in writing by Tool Trailer USA. 2. Has been subjected to misuse, negligent handling, improper maintenance, improper installation, accidents, damage by fire, water, submersion, or acts of God. 3. Has been installed by anyone other than an authorized factory representative. 4. Has had serial numbers altered or removed. 5. Is related to normal wear items, natural wear and tear, or natural fading of paint, coatings, and weather-related degradation of rubber parts. 6. This limited warranty does not cover products still under warranty by their original manufacturer.
6. **Freight Carrier Damage Claims** for equipment damaged in transit must be directed to the freight carrier. Visible damage should be reported immediately, and concealed damage should be reported within

fifteen (15) days of receipt of the shipment, in accordance with freight carrier regulations.

7. **Exclusion of Other Warranties** This warranty statement constitutes the entire extent of our liability for any warranty breach or deficiency related to the sale or use of the product. We are not liable for consequential damages, including, but not limited to, loss of profit, delays, or expenses, whether based on tort or contract.

For warranty service or questions, please contact:

Tool Trailer USA
3327 US-60
Huntington, WV 25705

Phone: (888) 256-7885
Email: sales@tooltrailerusa.com

Return Procedure for Warranty Coverage

Effective Date: March 20, 2025

1. Contact the Tool Trailer USA parts department to initiate a possible warranty claim.
2. Collaborate with a Tool Trailer USA representative to identify the required parts for equipment repair.
3. Tool Trailer USA will create a Sales Order with a note indicating a possible warranty claim for the identified parts.
4. Tool Trailer USA will ship the parts to the customer, who will be billed for the parts and standard shipping charges based on their credit terms. A Return Merchandise Authorization (RMA) form for the defective parts will accompany the replacement parts. Additional shipping charges beyond standard ground rates in the US are the customer's responsibility.
5. The customer must return the parts in question to Tool Trailer USA at their cost within 30 days of receiving the replacement parts. The RMA provided by Tool Trailer USA must be included with the returned parts. No warranty coverage will be provided for parts returned after 30 days.
6. Tool Trailer USA will assess whether the failed part is covered by the warranty. If Tool Trailer USA is not the original equipment manufacturer, they will collaborate with the OEM of the part to determine warranty coverage.
7. If the defective part is covered by warranty, Tool Trailer USA will issue a credit to the customer for the purchase amount of the part and the ground freight charges incurred for shipping the replacement part to the customer. Tool Trailer USA will not cover the cost incurred by the customer to return the defective part to Tool Trailer USA.