



WARRANTY POLICY

Express Limited Manufacturer's Warranty

GUIDELINE ELEMENTS OF A LIMITED WARRANTY EXAMPLE

True North Trailers here warrants that each True North Trailers operated by the original purchaser under normal use in the Continental United States or Canada will be free from defects in materials and workmanship for one year following the original purchase, subject to the requirements, exclusions and limitations stated below which will be strictly applied.

YOU MUST SEND US A SIGNED COPY OF THIS WARRANTY

In order to validate this Limited Warranty, the original copy of this form or the form attached to the MSO (USA Customers), signed by the dealer and the purchaser, must be postmarked and mailed, faxed or emailed to True North Trailers 12900 FM 38 N Honey Grove, TX 75446, email to: accounting@lonestartrailerlmfg.com or fax (903) 784-8453; no later than ten (10) days following the purchase of your True North Trailers.

THREE YEAR LIMITED WARRANTY

Subject to the requirements, exclusions and limitations stated below, the structure of your True North Trailers is warranted to the original retail purchaser against defects in materials and workmanship by True North Trailers arising from normal use for three (3) years from the date of purchase. The structure is that portion of the trailer which includes the main frame, consisting of the bottom rails, cross members, and the subframe, excluding the floor boards and running gear.

ONE YEAR LIMITED WARRANTY

Subject to the requirements, exclusions and limitations stated below, all other components, excluding components made by other manufacturers, of your True North Trailers are warranted to the original retail purchaser against any defect in the materials and workmanship by True North Trailers arising from normal use for one (1) year from the date of purchase.

EXCLUSION OF COMPONENTS WARRANTED BY OTHER MANUFACTURERS

Tires, axles, and brake components, springs and suspension components, couplers, jacks, castors, batteries and lights, purchased and installed by True North Trailers are warranted by their manufacturers and are excluded from this Limited Warranty.

EXCLUSION OF INSTALLATIONS OR MODIFICATION BY OTHER PERSONS

This Limited Warranty extends only to materials used or workmanship performed by True North Trailers or its employees in the construction of the original trailer, subject to all limitations and exclusions set forth herein. True North Trailers EXPRESSLY DISCLAIMS AND EXCLUDES ANY RESPONSIBILITY OR LIABILITY FOR ANY MATERIALS OR WORKMANSHIP IN ANY ITEMS INSTALLED INTO True North Trailers PRODUCTS BY ANY OTHER PERSON OR COMPANY, INCLUDING ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES OR CONTINGENT LIABILITIES ARISING THEREFROM.

NORMAL USE, NO REPAIRS OR ALTERATIONS

This Limited Warranty covers only defects in original components which arise from normal use and does not apply if the trailer has been subjected to negligence, accident, abuse, misuse, neglect or overload or has been repaired or altered without the prior written consent of True North Trailers. Normal wear items, including but not limited to lights, bearings, brakes, brake linings and tires and batteries, will not be replaced.

TRANSPORTATION COSTS EXCLUDED

Transportation of any trailer to and/or from your dealer or any approved repair facility shall be the responsibility of the trailer owner, True North Trailers shall not be liable for any such costs.

PRIOR WRITTEN CONSENT REQUIRED AND RETURN OF DEFECTIVE PARTS REQUIRED

No reimbursement will be made to any dealer or owner for repairs made without the prior written consent of True North Trailers. Any defective part(s) must be sent by prepaid freight to True North Trailers, in order to qualify for replacement or reimbursement under this Limited Warranty.

OTHER PRODUCTS EXCLUDED

This Limited Warranty applies exclusively to True North Trailers manufactured by True North Trailers. Any other products manufactured by True North Trailers are specifically excluded from this warranty. Authorized repairs do not extend the term of this Limited Warranty.

LIMITATIONS

THE SOLE RESPONSIBILITY OF TRUE NORTH TRAILERS UNDER THIS LIMITED WARRANTY SHALL BE TO REPAIR AND REPLACE PARTS AT THE True North Trailers FACTORY OR, FOR A REASONABLE ALLOWANCE, AT ANOTHER PLACE AND PREPARED IN WRITING BY True North Trailers. 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.

DISCLAIMERS

THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER EXPRESS WARRANTIES AND REPRESENTATIONS. True North Trailers MAKES NO REPRESENTATION OR WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, WITH RESPECT TO True North Trailers WHETHER AS TO MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR ANY OTHER MATTER. NO ONE, INCLUDING AN AUTHORIZED True North Trailers DEALER IS AUTHORIZED TO MAKE FURTHER OR ADDITIONAL WARRANTIES ON BEHALF OF True North Trailers.

ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR INTENDED USE ARE LIMITED TO WARRANTY PERIODS STATED ABOVE, UNLESS ANY APPLICABLE STATE LAW PROVIDES OTHERWISE.

The undersigned dealer, by signing this manufacture's Limited Warranty, states that he/she has informed and explained to the purchaser all limited warranty and claim procedures and will perform all responsibilities of the dealer under this Limited Warranty.

IF THIS WARRANTY IS NOT SIGNED, POSTMARKED AND MAILED TO True North Trailers, BY THE TENTH DAY AFTER YOUR PURCHASE OF THE TRAILER, ALL EXPRESS WARRANTIES SHALL BE NULL AND VOID.

By signing this manufacturer's Limited Warranty, THE PURCHASER ACKNOWLEDGES THAT HE OR SHE HAS READ THE ABOVE LIMITED WARRANTY AND AGREES THAT, SHOULD ANY WARRANTY CLAIMS BE MADE BY PURCHASER, PURCHASER WILL FOLLOW THE PROCEDURES AS SET FORTH ON THIS FORM.

Dealer Signature

Purchaser Signature

Date

Date

Purchaser (Print Name)

Product Purchased

Mailing Address

VIN of Product

City

State

ZipCode

Telephone no.

DEALER RESPONSIBILITIES

True North Trailers Dealer is responsible for "dealer prep" which includes checking all cosmetic features and repairing all minor problems without charge to you or the manufacturer.

Your dealer is also responsible for submitting to the manufacturer any claim you wish to make under the terms of this Limited Warranty.

REQUIRED WARRANTY CLAIM PROCEDURE

1. In order to validate this Limited Warranty, the original copy of this form, signed by the dealer and the purchaser, must be postmarked, emailed or faxed to True North Trailers, no later than ten (10) days following the purchase of your True North Trailers. IF THIS SIGNED WARRANTY IS NOT POSTMARKED BY THE TENTH DAY AFTER PURCHASE OF THE TRAILER, ALL EXPRESS WARRANTIES SHALL BE NULL AND VOID.

2. Within five (5) days after discovering a problem with your True North Trailers, return your trailer for inspection to your True North Trailers dealer where you bought your trailer. Dealers are responsible for fixing minor problems without charge to you or the factory.

3. 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 True North Trailers, by registered letter or fax a limited warranty claim form, together with all required information, within ten (10) days of your discovery of the defect.

4 True North Trailers will acknowledge such receipt of claim by registered letter to the dealer and to the claimant. True North Trailers will respond as soon as possible, but no later than thirty (30) days after receipt of the claim.

5. Any defective part(s) must be sent by prepaid freight to True North Trailers, in order to qualify the claimant for replacement or reimbursement under this Limited Warranty. ANY DEFECTIVE PARTS MUST BE RETURNED TO True North Trailers WITHIN 30 DAYS FROM DATE OF APPROVAL TO QUALIFY FOR REIMBURSEMENT.

6. True North Trailers will not reimburse any claimant for any adjustment or repair of a True North Trailers without prior written approval by True North Trailers

7. If you return your trailer for repair to the factory, we will warrant the repair or replacement parts for a year from the date of repair. If authorized repair must be done other than at the factory, True North Trailers, will not warrant such repair work or replacement parts.

8. True North Trailers reserves the right to not pay unreasonable costs for replacement or repair of defects in True North Trailers trailers and may, at it's discretion, establish a reasonable reimbursement for any authorized work performed under the terms of this Limited Warranty.

True North Trailers HERE MAKES NO OTHER EXPRESS OR IMPLIED WARRANTIES AND THERE ARE NO OTHER WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE OF THIS LIMITED WARRANTY.

WARNING! WARNING! WARNING! WARNING!

BE SURE THAT THE **HITCH BALL** ON ANY TOWING VEHICLE **MATCHES** THE DIMENSION OF THE **TRAILER COUPLER**.

BE SURE THAT YOU SECURE ALL **SAFETY CHAINS** AND **BREAK-AWAY BRAKING SYSTEMS** BEFORE EACH USE.

BE SURE THAT ALL **LUG NUTS** ARE TIGHT BEFORE USING.

BE SURE TO CLOSE AND SECURE ALL **DOORS AND GATES** BEFORE TOWING.



P.O. BOX 1086
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