



# WARRANTY POLICY

[WWW.TRUENORTHTRAILERS.COM](http://WWW.TRUENORTHTRAILERS.COM)

TRUE NORTH TRAILERS IS A DIVISION OF PJ TRAILERS CANADA, INC.

## Express Limited Manufacturer's Warranty – True North Trailers

### **GUIDELINE ELEMENTS OF THE LIMITED WARRANTY**

True North Trailers here warrants that each True North Trailers operated by the original purchaser under normal use in Canada or the Continental United States 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.

### **REGISTERING THE TRAILER FOR WARRANTY**

In order to validate this Limited Warranty, the purchaser must complete the online registration on [truenorthtrailers.com](http://truenorthtrailers.com) no later than thirty (30) days from the date of purchase of the True North Trailers. Alternatively, they may contact True North Trailers by emailing [info@truenorthtrailers.com](mailto:info@truenorthtrailers.com) or by calling True North Trailers at 1(866) 822-9662 to validate this Limited Warranty. Failure to register the True North Trailers within the thirty (30) days from the date of purchase may void the Limited Warranty.

### **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, overload, neglect, or has been repaired or altered without the prior written consent of True North Trailers normal wear items, including but not limited lights, bearings, brakes, brake linings and tires and batteries, will not be replaced due to wear.

## **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.

## **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. If your dealer is unable to handle the warranty directly, a warranty claim form will need to be submitted via the True North Trailers website.

## **REQUIRED WARRANTY CLAIM PROCEDURE**

- 1.** In order to validate this Limited Warranty, the purchaser must complete the online registration on [truenorthtrailers.com](http://truenorthtrailers.com) no later than thirty (30) days from the date of purchase of the True North Trailers. Alternatively, they may contact True North Trailers by emailing [info@truenorthtrailers.com](mailto:info@truenorthtrailers.com) or by calling True North Trailers at 1(866) 822-9662 to validate this Limited Warranty. Failure to register the True North Trailers within the thirty (30) days from the date of purchase may void the Limited Warranty. **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 the customer 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 fill out the online warranty claim form on the True North Trailers website within ten (10) days of your discovery of the defect.
- 4.** True North Trailers will acknowledge such receipt of claim via the contact information provided in the claim form 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 reserves the right to not pay unreasonable costs for replacement or repair of defects in True North Trailers trailers and may, at its discretion, establish a reasonable reimbursement for any authorized work performed under the terms of this Limited Warranty.
- 7.** 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
- 8.** 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.

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.

## **WARNINGS AND SAFETY**

ENSURE THAT THE HITCH BALL ON ANY TOWING VEHICLE MATCHES THE DIMENSION OF THE TRAILER COUPLER.

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

ENSURE THAT ALL LUG NUTS ARE TIGHT BEFORE EACH USE.

ENSURE TO CLOSE AND SECURE ALL DOORS AND GATES BEFORE EACH USE.

ENSURE THAT THE JACK HAS BEEN RAISED AND LOCKED INTO POSITION BEFORE EACH USE.

Any issues, damages, or complications arising from failure to follow the above warnings and safety instructions will not qualify for warranty coverage.

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STANLEY, MB.  
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