

# Doolittle Trailer Mfg., Inc. Limited Warranty

Doolittle Trailer Mfg., Inc. (Warrantor) warrants its manufactured equipment to be free from defects in material and workmanship on the frame **ONLY** for a period of five (5) years on Doolittle Cargo brand trailers; three (3) years for Doolittle Cargomaster brand and one (1) year for all other brands, except as limited herein, from date of original retail purchase. Additionally, Warrantor warrants its manufactured equipment to be free from defects in material and workmanship for a period of three (3) years on Doolittle Cargo brand trailers and one (1) year for all other brand trailers, except as limited herein, from date of original retail purchase. This Warranty shall extend to the original owner (Purchaser) and is non-transferable. The obligation of this Warranty shall be limited to repairing or replacing any part or parts which, in the opinion of the Warrantor, shall be proven defective in materials or workmanship under normal use and service during the appropriate Warranty period.

## Limitations and Exclusions.

This Warranty shall **NOT** apply or extend to the following:

1. Equipment which has been modified, repaired, or altered in any way without the express written consent of Warrantor. Modified includes, but is not limited to, any special modifications such as paint or exterior modifications not manufactured or supplied by Doolittle Trailer Mfg., Inc.
2. Equipment which is or has been used in connection with a rental service.
3. Equipment which has been repaired by any entity other than Warrantor or its authorized repair facilities.
4. Equipment which has been subjected to loads in excess of its rated capacity or which has been used in any manner inconsistent with the original design or intent.
5. Damage as a result of an accident.
6. Damage as a result of unreasonable use, misuse, or neglect — including failure to provide **necessary** and reasonable maintenance.
7. Scratches, dents, chips, tears, and defacing on any surface not caused by Warrantor.
8. Tires, axles, axle assemblies, suspension components, or any other parts, equipment, or components which are warranted separately by the respective manufacturers of said components.
9. Any parts not supplied by Warrantor.
10. Any part which requires repair or replacement in the ordinary course of use due to normal wear.
11. The Warranty period for the following components **shall be limited to one (1) year on ALL models**: electrical wiring, glass, sealants, doorseals, locks, paint, plumbing, jacks, couplers, and graphics/decals.

\*Warranty work performed will not supersede the original Warranty obtained at the point of purchase.

## Authorization and Transportation.

**Prior written authorization for warranted repairs is required from Warrantor.** If prior written authorization is not obtained, the Purchaser is responsible for all incurred costs, and Warrantor will not be held liable. **It is the sole responsibility of the Purchaser to transport the equipment to Warrantor's manufacturing facility or to an authorized repair facility as determined by Warrantor.**

## Additional Terms.

Warrantor liability and obligation is limited to repair or replacement of product to original manufacturer specifications by Warrantor or its authorized representative. Warrantor reserves the right for final determination of the validity of a Warranty Claim. Warrantor reserves the right to inspect any product at its manufacturing facility or obtain an inspection by one of its authorized facilities before any Warranty Claim is approved. Warrantor shall not be held liable for any incidental loss or expenses which occur as a result of a Warranty Claim — including but not limited to the following: transportation and travel expenses, loss of time, inconvenience, loss of use, loss of business earnings, rental fees/costs, towing and hauling fees/costs, tire balancing and mounting, meals, lodging, or cargo which may have been damaged.

Warrantor will make every attempt to repair any unit covered under the terms of this Warranty following the warranty laws of the State of Missouri. Purchaser agrees that any dispute requiring mediation or litigation shall be filed with the court system of the State of Missouri, County of Callaway.

# Procedure for Filing a Warranty Claim

Verification of the purchase date (by Warranty Registration Card or Bill of Sale) must be included when filing a Warranty Claim.

Doolittle Trailer Mfg., Inc. will authorize warranty repair labor costs up to \$60.00 per hour to the repair facility. Any charges over and above that amount will not be authorized or paid.

Whenever possible, Doolittle Trailer Mfg., Inc. will require that warranty repair work be performed at manufacturing plant or an authorized dealer's facilities. When neither is within reasonable proximity, Doolittle will work with repair facilities in the area.

***Warranty Claims for tires, jacks, axles, and other components which are covered by their respective manufacturers will be handled under the limits of those separate warranties. Claims for these components will be directed to the appropriate manufacturer.***

The following process must be followed to properly submit a Warranty Claim:

1. Contact Our Warranty Department giving the details of your problem. You will be asked for the **VIN #** (located on your trailer or on the title documents) and for the date of purchase. ***Please have this information available when calling.*** You may be asked to submit detailed digital images of the problem or asked to have the problem inspected by our plant or by an authorized facility.
2. You will be asked to fill out a Warranty Request Form where you will state in writing the pertinent information concerning the claim. A copy of this document can be obtained online at <**[www.doolittletrailers.com](http://www.doolittletrailers.com)**> or, if requested, a copy can be emailed or faxed to you.
3. You will be assigned a Warranty Authorization Number for an estimate to be obtained for the warranty work. This number is for tracking purposes *ONLY* and is ***NOT*** an approval for work to be done. (The Authorization Number and the estimate for the charges must be obtained *PRIOR* to any work beginning.)
4. Once the estimated charges are reviewed and approved by our Warranty Department, the authorized repair work can begin.
5. Warranty repairs will be paid out on a net 30 days from receipt of bill.

***Warranty Provisions and Terms subject to change without notice***

# Request for Warranty Claim

Form must be filled out *completely* in order for claim to be processed.

Fax completed form to Doolittle Trailer Mfg., Inc. at: **573-896-8123**

<b>Cust. Info</b>	Name:	Phone#:	Date:
	Address:	City, ST:	Zip:

<b>Trailer Info</b>	Model:	Size:	GVWR:	Color:
	VIN# (Last 5 digits):		Place of Purchase:	Date of Purchase:
	Tire Brand:	Tire Size:	Tire DOT#:	Axle Mfg & Serial #:

Describe the issue/problem in detail:

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Parts Needed for Repair:	Cost:

**Parts Total:** \_\_\_\_\_

**Estimated Labor Costs:** \_\_\_\_\_ Hrs @ \$60/hr = \_\_\_\_\_

**Estimated Total Cost of Repair:** \_\_\_\_\_

## FOR OFFICE USE ONLY

\_\_\_\_\_  
**Authorization Number**  
(Authorization Number will be given AFTER claim form has been submitted and reviewed.)

\_\_\_\_\_  
Signature of Contact

Reimbursement Due To:
<input type="checkbox"/> Dealer <input type="checkbox"/> Customer <input type="checkbox"/> Repair Facility

<b>Work Performed By:</b>
_____
Name
_____
Address
_____
City, State, Zip
_____
Phone#