



# *Warranty Procedures*



## Warranty Procedures

To submit or start a warranty claim on a Trailtech product, please follow the described guidelines.

- 1) Warranty claims are to be submitted using the form on our website:  
<https://trailtech.com/owners/warranty>
- 2) When submitting a warranty claim form, ensure that all areas of the claim form are completed. Please include pictures if possible. Missing information may delay processing your claim.
- 3) A claim number will be assigned to your claim for tracking purposes. You will be contacted with the assigned claim number for your records. The submission and assigning of a warranty claim number does not obligate Trailtech to cover the claim. The claim number is for tracking method purposes only.
- 4) If you are unsure if a particular problem area will be covered by warranty, please contact your Sales Representative or our Warranty Department. They will be able to provide you with specific guidelines to assist you with determining coverage. However, the final determination of your claim will be made by our Warranty Department.
- 5) All warranty labour is reimbursed at a rate of \$75.00/hour. All claims submitted using a higher labour rate would be adjusted to the published rate of \$75.00/hour
- 6) All claims will be reviewed by our warranty department and upon approval a credit will be issued to your account for the approved dollar amount. Should there be any discrepancy between your claim and the approval amount notification will be sent to you immediately. Should a claim be denied in its entirety, you will also be contacted with an explanation for the decision.
- 7) We will make every effort to facilitate the successful engagement of our third party parts dealers' warranties. Please contact us directly and we will guide the process in dealing with our suppliers.

- 8) All necessary parts should be approved by & ordered through the Warranty Department. Parts orders through a Product Specialist that do not have a claim number will be processed differently and subject to different terms.
- 9) In some particular cases, it may be necessary to return a defective part in order that we may return it to our vendor for warranty consideration and review. In the most severe circumstances the return of the complete product to our factory may be required. In these cases you must request an RGA number (Return Good Authorization) from our Warranty Department. Please do not return any item(s) to the factory without obtaining this number. Any item(s) returned without an RGA number will be returned to the dealer.
- 10) Average turnaround time for the processing procedure is five working days from the time that a claim is submitted until the credit has been issued to your account. This process may be delayed on occasion should we require additional information concerning particular issues with your claim.
- 11) If you require additional information, clarification or further assistance, please contact your Product Specialist @ 306.648.3158