

Coast 2 Coast Warranty

Coast 2 Coast (Manufacturer) warrants to the original consumer purchaser that the trailer produced by the manufacturer (the product) will be free from defects in material and workmanship for a period of one or three, depending upon the trailer model and component, except as herein limited, from the date of the first retail purchase, provided all stated conditions and exclusions are satisfied. This warranty is limited to the first retail purchaser, and it is not transferrable or applicable to rental trailers.

Three Year Warranty is limited to the overall frame structure and associated from components on all product models. These include materials, crossmembers, vertical posts roof bows, tongue, A-frame, door frame, coupler, headers and welds.

One Year Warranty is limited to windows, doors, aluminum, plastics or TPO products, plumbing, cabinets, trim, electrical, stone guard, floor coverings, sealants, improper application of paint or undercoat, and lights. Aftermarket products installed or applied by manufacturer are excluded from this warranty but may be warranted by applicable supplier.

ACTION REQUIRED IN THE EVENT OF A DEFECT

For warranty coverage, you must immediately contact the dealer from which your unit was purchased to make a warranty claim. The dealer that sold you the trailer will initiate the claims process in order to obtain approval for warranty work. Some parts or accessories may need to be replaced by third party suppliers, and in some cases the defective part may need to be returned for reimbursement or inspection. Prior to warranty repairs, dealer must verify unit number, purchase date, and original ownership. The dealer must obtain an authorization number from the manufacturer prior to repair of the trailer. You must pay all incidental expenses incurred in obtaining warranty service, including, without limitation, transportation of the product and delivery charges to and from the dealer or manufacturer.

If the product is found to be defective in materials or workmanship, all repairs must be performed by the manufacturer or an authorized repair center. All warranty work performed must be pre-approved by manufacturer, or manufacturer reserves the right to deny coverage. Manufacturer is not responsible for costs relating to transportation of the affected product or responsible for damages to good stored inside of the product. Manufacturer's obligations under this warranty shall be limited to repairing or replacing any part or parts which, in the opinion of the manufacturer, shall prove defective in materials or workmanship under normal use and service during the applicable three- or one-year period commencing with the date of the first retail purchase and no other remedy is available.

ITEMS EXCLUDED FROM WARRANTY

1. Defects in separately manufactured products not produced by manufacturer such as, but not limited to, hydraulic hoists, air conditioning units, cargo holding devices, axles, brakes and lights, ramp door springs, electric winches, tires and wheels, and all other components not manufactured by manufacturer.
2. Damage or deterioration due to normal wear and tear, salt, road grime, application of or exposure to corrosive chemicals or other corrosive materials (including without limitation magnesium chloride or calcium chloride) or arising from an accident or use of the product. Manufacturer reserves the right to test individual parts for magnesium and calcium chloride exposure. These materials are extremely corrosive to all metals and damages arising from exposure to them is not covered by this warranty.
3. Defects arising from operators' negligence misuse, abuse, loading the unit beyond its gross weight limitations, improper loading, accidents, acts of God, roof damage from excessive snow/ice buildup or other contingencies beyond the control of manufacturer.
4. Repairs made necessary by reason of failure to follow ordinary and customary maintenance procedures, including procedures recommended by manufacturer or component manufacturers.
5. Repairs made necessary by reason of repairs or alterations or installation of a aftermarket accessories not performed by manufacturer.
6. Damage as a result of towing your trailer with a truck rating greater than 1 ton unless said unit has a GVWR greater than 10,000# and is designed to be towed by a vehicle up to 5 tons. Towing your trailer behind a semi or dump truck or other inappropriate vehicle voids this warranty.
7. "Screwless" or "Bonded" trailers that have panels come loose from the sidewalls are not covered under warranty. The remedy for this situation is to have the seams screwed. The manufacturer will send screws directly to the customer to repair themselves. No labor will be paid. The manufacturer will also send screws to a dealer to install where normal warranty rates apply.
8. "Blackout Package" – chips, scratches, or damage that remove the black coating from the aluminum may occur during normal use. Lose of coating on moving parts, i.e., bar locks, hasps, hinges may also occur through normal use.