



## **Boss Trailer Products, LLC Limited Warranty**

Boss Trailer Products, LLC ("BOSS") warrants our components to be free from defects in material and workmanship.

BOSS Limited Warranty covers as stated below.

### **Limited One Year Warranty:**

- One year from date of retail sale on grease seals and bearings.
- One year from date of retail sale on actuators.

### **Limited Two Year Warranty:**

- Two years from date of retail sale on all other BOSS products, with the exclusion of grease seals and bearings, as well as wear items such as brake pads.

### **Exclusion: These warranties do not extend to and do not cover defects by the following:**

- Damage caused during installation.
- Parts not supplied by BOSS.
- Normal wear and tear.
- Improper alignment.
- Improper installation.
- Improper torque of wheel nuts.
- Improper or lack of maintenance.
- Parts, accessories, materials or components used with or replacing any BOSS component.
- Unreasonable use, including overloading or improper loading.
- Damage caused by exterior surface corrosion.
- Any use contrary to the labeling, instructions, manuals and/or standard industry practices.

This warranty does not cover nor extend to incidental or consequential damage. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. No representative has authority to make any representation, promise or agreement except as stated in this limited warranty. BOSS reserves the right to make design and other changes upon its products without any obligation to install the same on any previously sold or delivered products.

### **Who is Covered:**

- This limited warranty covers the original purchaser of the product. The limited warranty is not transferrable to subsequent owners of the product.

**Exclusive Remedy:**

If any BOSS products are found upon BOSS's examination to have been defective when supplied, BOSS will either: Credit the OEM manufacturer's account for the purchase price of the BOSS product; replace the BOSS product; or repair the product. BOSS has sole discretion in choosing which option to provide. For this limited warranty to apply, BOSS must receive notice of the alleged defect within 30 days of the discovery of the alleged. Any claim not made within this period shall conclusively be deemed waived. If requested by BOSS, purchaser shall return the alleged defective product to BOSS for examination at purchaser's expense. BOSS will not pay for expenses incurred in returning a product to BOSS without BOSS's prior written approval. BOSS shall not be liable for any other expenses purchaser incurs to remedy any defect. Purchasers waive subjugation on all claims under any insurance.

Limitation of Liability: It is expressly agreed that the liability of BOSS is limited and BOSS does not function as an insurer.

The remedies set forth in this warranty shall constitute the exclusive remedies available to the purchaser or user and are in lieu of all other remedies, express or implied. The liability of BOSS, whether in contract, in tort, under any warranty or otherwise, shall not exceed the OEM purchase price of the particular product manufactured, sold or supplied by boss.

**Obtaining Service / Warranty (OE):**

For the OE manufacturer that chooses to be the first contact for the customer or user difficulty, we ask that the OE contacts BOSS directly as this keeps all parties in contact. This also provides support where BOSS cannot, including but not limited to designs utilizing BOSS components, or applications of BOSS products.

BOSS requests that the OE manufacturer contacts BOSS as soon as possible after discussing the customer or user difficulty. OE manufacturers are to submit the customer or user difficulty, by providing the following information VIA e-mail to BOSS at [support@bosstrailerproducts.com](mailto:support@bosstrailerproducts.com):

- Model number, VIN number, and any specific details regarding the vehicle which appears to be involved in the difficulty.
- The date of manufacture, and the date of retail sale of the vehicle which appears to be involved in the difficulty.
- State the customer or user difficulty, being sure to mention at least the following: Application, Nature of load involved, and date of the customer or user difficulty.
- BOSS will respond within 24 hours of contact.
- BOSS strongly recommends the business practice of the OE manufacturer to record lot numbers (from pallets or cartons) to tie lot number to the trailer. This provides a traceability for any lot that could present an issue. Failure to do so will require a larger scope of product to be sampled should there be an issue or recall.

Please do not approve or pay any customer or user difficulty claims before receiving approval from BOSS. Charges for parts, service, labor, towing and other expenses that have been incurred by the purchaser, its customer or agent without prior written authorization of BOSS will not be accepted. Any and all warranty claims must be approved before BOSS will take action.

**General:**

BOSS extends no warranty, express or implied, on products not manufactured by BOSS, including but not limited to such items as non-BOSS tires & wheels, brakes, actuators, bearings, brake line. Purchaser's recourse shall be limited to any warranty of the respective manufacturers.

This warranty excludes all implied warranties of merchantability or fitness for a particular purpose or any purpose.

Due to the wide variation in uses to which Boss Trailer Products are subjected to by users, we are unable to specify carrying capacities or speeds for a particular application. Therefore, the trailer manufacturer must test his equipment under the most severe conditions to determine that Boss Trailer Products are suitable. There are no warranties which extend beyond those described above.