

Pacific Trailer Products, Inc.

2728 NW 12th Avenue

Camas WA 98607

360-859-3828 fax 360-828-1857

Revised 7/2025

Page 1 of 2

ONE YEAR LIMITED WARRANTY

(TWO YEAR LIMITED WARRANTY ON HYDRAULIC PRODUCTS)

This warranty applies solely to those products manufactured by Pacific Trailer Products, Inc (PTP).

The warranty period is one year from the original customers date of purchase.

Any warranty request must be submitted to PTP within 3 months of the alleged issue. Any requests submitted after 3 months of the alleged issue will be denied.

If any part or parts manufactured by PTP should prove defective within one year from the date of original purchase, PTP will replace the product without charge and within a reasonable time or, at PTP's option, refund the purchase price. PTP will pay appropriate transportation and shipping charges (from one location) associated with return of the product and the returned product shall become the property of PTP. Please retain your purchase receipt to verify date of purchase.

This warranty applies only to products that are defective in material or workmanship. This warranty does not cover normal wear and tear. PTP may cover some additional costs at our discretion based upon our findings of cause. The product must be returned to PTP for inspection by PTP for consideration of additional costs

This warranty does not extend to products which are damaged or which fail due to product being improperly installed, misapplied, altered, abused, overloaded, and misused in any manner or as a result of any accident.

This warranty is void if there has been any modification to the PTP product that has not been approved by PTP.

This warranty gives you specific legal rights. Any implied warranty of merchantability or fitness for a particular purpose on any PTP product shall be limited to (1) year from the date of purchase at retail to the original purchaser.

All warranty requests MUST be submitted on the attached "Warranty Claim Form" with ALL the requested information filled out completely. Lack of sufficient information will result in denial of the claim.

Photographs of the PTP product and application MUST be included showing the alleged issue. PTP will need appropriate photos and may request the product be returned to verify it as a genuine RAM product.

PTP will work toward resolution ONLY with our direct customer who initially purchased the product from us. PTP expects our direct customer to communicate with their customers on any and all information requested to resolve the warranty claim.

PTP shall not be liable or assume responsibility for the loss of the use of any vehicle, loss of time, rental of vehicle, loss or damage to property, expenses such as gasoline, telephone, lodging, towing, personal injury or death or any other incidental or consequential loss or damage whatsoever incurred as a result of the use or ownership of any products. Replacement of the product in the manner provided above shall constitute fulfillment of all liabilities of PTP to the original purchaser whether based on contract or otherwise. There are no warranties, expressed or implied, except as provided herein.