



SERVICE & WARRANTY POLICY COMMUNICATION

Valued Load King Dealers/Customers

We know that when you are having problems with or questions about your trailer, you want a quick and easy way of resolving it and getting answers. These steps below should help with getting you timely answers and solutions:

Service Question:

- 1.) Call us at **1-888-264-5522** press **5** to get to the Service Department
- 2.) Please provide us with the last **5 digits** of your Trailers' Serial Number
- 3.) Depending on your question, I may need more detail, but we will work together on that so that we can get the answers that you need.
- 4.) If the outcome of your conversation with the Service Manager is that you will need some parts for your trailer, the Service Manager will work with you and the Parts Department to get your order in place.

Warranty Request:

- 1.) Call us at **1-888-264-5522** press **5** to get to the Service Department
- 2.) Please provide us with the last **5 digits** of your Trailers' Serial Number
- 3.) Typically when we are discussing work and parts to go under warranty we will need some pictures to go along with the background. This helps us not only in the initial conversation about what happened, but helps us in the Service department determine if there are production or communication changes needed to help eliminate this problem from reoccurring.
- 4.) Work with the Service Manager with the details of your warranty, once determined that this fits under Warranty, the Service Manager will provide you with an **SCO number**. This number is what you will need when you file your Warranty Claim. This is important, the SCO is the key to getting a quick reimbursement of expenses directly associated with the service problem on the trailer.

I look forward to working with you on your Load King Trailer:

Service and Warranty Manager,
Load King Trailers

LOAD KING WARRANTY

Load King (herein after referred to as the COMPANY) warrants all products manufactured by it and purchased by you to be free from defects in material and manufacture at the time of shipment, for one (1) year from date of delivery. The COMPANY will furnish replacements for such parts as the COMPANY finds to have been defective at the time of delivery or, at the COMPANY's option, will make or authorize repairs to such parts, provided that, upon request, such parts are returned, transportation is prepaid to the factory from which they were shipped.

This warranty shall not apply to any Product which has been subjected to misuse, misapplication, overloading, neglect (including but not limited to use of unauthorized parts or attachments), adjustments or repair. Engines, motor, tires, wheels, pumps, suspensions, axles, etc. and any accessories furnished with or used in the COMPANY's products, but which are not manufactured by the COMPANY, are not warranted by the COMPANY but are sold only with the express warranty, if any, of the manufacturers thereof. This warranted is limited to the first purchaser/user and is not transferable. **THE FOREGOING IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED (INCLUDING, WITHOUT LIMITATIONS, OF MERCHANTABILITY AND FITNESS OF ANY PRODUCT FOR A PARTICULAR PURPOSE), AND OF ANY OTHER OBLIGATION OR LIABILITY ON THE PART OF THE COMPANY. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION OF THE FACE THEREOF.**

It is expressly understood and agreed by you that the COMPANY's liability for its products, whether due to breach of warranty, or otherwise is limited to the furnishing of such replacement parts, F.O.B. factory, and the COMPANY will not be liable for any other injury, loss, damage, or expense, whether direct or consequential, including but not limited to loss of use, income, profit, or production, injury to person or increase in cost of operation, spoilage of or damage to material, arising out of or in connection with the sale, installation, use or inability to use, or the repair or replacement of the COMPANY's products.

MODEL _____ LOAD KING

SERIAL NUMBER _____ BY Dan Herrity

All used vehicles and/or bodies are sold in the "AS IS" condition and no expressed or implied warranty is made.