

Warranty Packet

Warranty Message

We at Construction Trailer Specialists, Inc. are committed to your satisfaction with our product. Your dealer would also like for you to be completely satisfied. It is for this reason that we encourage you to return to your dealer for all your service needs.

If you need assistance, we suggest you contact your dealer first. Your dealer is best equipped to provide your service needs. If you have questions or concerns, consult a member of dealer management first. If a solution or resolution is not reached you should contact Construction Trailer Specialists, Inc. at the following:

Construction Trailer Specialists, Inc.
2535 Rose Parkway
Sikeston, MO 63801

This packet contains information about the trailer's warranty coverage. It also explains owner assistance information. Keep this packet with your trailer and make it available to a Construction Trailer Specialists, Inc. dealer if warranty work is needed. Please be sure to keep this packet with the trailer when you sell it so future owners will have the information.

Dealer		
Owner's Name:	Street Address:	
City:	State:	Zip:
Phone Number:	Vehicle Identification Number (VIN):	
Date Trailer First Delivered or Put into Service:		

Warranty Details

Construction Trailer Specialists, Inc. warrants every new trailer manufactured by our company for a period of twelve (12) months from the date of delivery to the original owner. Construction Trailer Specialists, Inc. warrants every new trailer to be free from defects in workmanship and material. This warranty covers all Construction Trailer Specialists, Inc. trailers sold in the United States, Canada, and Mexico.

Construction Trailer Specialists, Inc. is obligated under this warranty to repair or replace free of charge, any part or component that is proven to be defective within the constraints of the warranty period. Repairs will be performed at our dealer's place of business or at our manufacturing facility, depending on the required repairs or replacement. If repairs are to exceed \$3000.00, the trailer may have to be brought to our manufacturing plant for repairs. Purchaser is responsible for the freight cost of returning the trailer to the plant. Construction Trailer Specialists, Inc. is to be notified immediately of any defects before work is begun. Construction Trailer specialists, Inc. will not be responsible, monetarily or otherwise, for repairs made without our consent.

Most component parts (axles, wheels, suspensions, light kits, etc.) have individual warranties from their respective manufacturers. Construction Trailer Specialists, Inc. will manage all warranties on component parts through their respective manufacturers for you under the terms of their warranty policies. Tires are warranted by their manufacturer and are not warranted by Construction Trailer Specialists, Inc.

This warranty does not cover: (1) Tire damage or wear, (2) Damage due to accident, theft, misuse, fire, collision, freezing, vandalism, riot, explosion, objects striking the vehicle, or operated in excess of rated capacities. (3) Trailers that have been modified, altered, or repaired in any manner that was not authorized in writing by Construction Trailer Specialists, Inc. (4) Trailers that are second hand or used. (5) Maintenance items such as, but not limited to: brake pads, filters, fluids, etc. except when problem caused due to a defect in workmanship or materials. Construction Trailer Specialists, Inc. is not responsible, and shall be held harmless for any consequential damages to include: loss of profits, rentals, or other related losses.

If you have any questions concerning this warranty, contact your dealer or Construction Trailer Specialists, Inc. at 888-669-0003

Warranty Claims Procedure

All warranty claims must be submitted with the following information for the claim to proceed:

- Year & Model of trailer
- VIN of the trailer and in-service date.
- Serial Number or Part Number for each item being considered for warranty repair.
- Clear photos of the failure.

Construction Trailer Specialists, Inc.

2535 Rose Parkway, Sikeston, MO 63801

Local Phone: 573-481-0941, Toll Free: 888-669-0003, Email: sales@trailerbuilders.com



Any warranty work performed by the dealer or anyone other than CTS requires prior written approval from the CTS warranty department.

All invoices submitted for payment must be itemized with the trailer VIN clearly stated on the invoice and must be received by CTS within 30 days of the completion of the repair.

All defective parts must be held until the warranty claim is closed. If parts must be returned for warranty evaluation, an RMA will be issued and the parts are to be sent pre-paid. If warranty is approved the shipping costs will be reimbursed by CTS.

CTS has sole discretion to approve or deny a warrant claim or authorize the repair or replacement of parts.

Parts provided at no-charge under warranty will only carry the remainder of the original warranty. All parts provided as good will or policy adjustment will carry no warranty.

Any warranty work performed by anyone other than CTS must be in accordance with CTS authorized repairs procedures. CTS warranties the type of repairs performed, however does not warranty the quality of craftsmen ship performed by a third party. CTS does not warranty any third party work performed if the craftsmen ship is the cause of a future failure.

To submit a warranty claim please contact CTS warranty department at 888-669-0003 ext. 306 or email at pnenninger@trailerbuilders.com

Warranty Registration

****IMPORTANT WARRANTY DATA REQUIRED BY MANUFACTURER****

Dealer Sale		
Owner's Name:	Street Address:	
City:	State:	Zip:
Phone Number:	Vehicle Identification Number (VIN):	
Date Trailer First Delivered or Put into Service:		

Retail Sale		
Owner's Name:	Street Address:	
City:	State:	Zip:
Phone Number:	Vehicle Identification Number (VIN):	
Date Trailer First Delivered or Put into Service:		

- Ownership Information required to activate Warranty
- Manufacturer must receive information within 30 days of delivery date