



## ALCOM LLC

6 Millennium Drive, Winslow, Me 04901

Phone: (207) 861-9800 Fax: (207) 861-9500

### Product Warranty

#### **Four Year Limited Warranty:**

ALCOM LLC warrants to the original owner that its product will be free from defects in craftsmanship and material for a period of 4 years. The warranty period begins the day of purchase by the original end user. A copy of the warranty must be signed by the dealer and purchaser and returned to ALCOM LLC by the dealer within 14 days of the sale of this trailer. Failure to meet this condition will automatically void the warranty.

If any of our products prove to be defective in craftsmanship and/or material under normal use, and the item is returned to ALCOM LLC in Waterville, ME, and ALCOM in its sole discretion finds that the item was defective, the item will be repaired to a functional state or replaced, at ALCOM's discretion. Any items replaced during the warranty work will become the property of ALCOM LLC. All transportation costs associated with the claim will be the sole responsibility of the purchaser, and will in no way be a part of the manufacturer's warranty. ALCOM LLC also reserves the right to have the item repaired in the field by an ALCOM approved repair facility. Non-factory repairs are not included under this warranty unless they are approved by ALCOM, in writing, prior to repair.

This warranty shall be void where ALCOM's product has not been properly used, has been altered, neglected, involved in an accident of any kind, or where parts have been added, removed, or modified by any individual other than ALCOM LLC or with ALCOM's written consent.

#### **90 Day Limited Warranty:**

The following items are excluded from the Four Year Limited Warranty and are warranted for a period of 90 days from the date of purchase by the original end user: (a) Painted finishes. During this 90 day period, the warranty does not cover wear, damage from road debris, sand, salt, scratching, weather conditions or damage caused by inappropriate washing/waxing solutions or chemicals. (b) Couplers, plumbing, plumbing fixtures, electrical components, lights, locks, jacks, seals and sealants are all covered by ALCOM's 90 day limited warranty.

#### **Exclusions:**

- A. ALCOM LLC makes no warranty with respect to components that are covered by direct manufacturers' warranty to the end user. These items may require registration with cards or online. Examples of this are: axles, tires, wheels, cook tops, refrigerators, and awnings, etc. as well as electrical and electronic items. Make all claims for the foregoing directly to the manufacturer of the defective item. This warranty exclusion includes any labor expenses involved with repairing or replacing any of the foregoing.
- B. Normal wear items will not be replaced due to wear (including, but not limited to, bearings, magnets, or brake shoes).
- C. Loading in excess of gross vehicle ratings invalidates all warranties. The ratings are clearly marked on the vehicle identification certificate.
- D. Damage caused by loose or improperly torqued lug nuts is not covered by warranty.
- E. Manufacturer's warranty does not cover, in any way, damages caused by acts of God.

#### **How to place a claim:**

If you experience any problems and/or warranty issues with your product, you must first contact your local ALCOM dealer. Your dealer will inspect your product and, if necessary, guide you through the warranty procedure.

#### **Other:**

ALCOM does not authorize anyone to issue any further, oral or written, warranty other than the express warranty defined herein. Any implied warranty of merchantability and fitness for purpose of is limited to the warranty period of four (4) years. Some states do not allow limitations on the term of implied warranties or the exclusion of incidental or consequential damages, so some limitations may not apply to you. This warranty extends only to the original purchaser below and is not transferable.

By signing this manufacturer's warranty form, the purchaser acknowledges that the dealer has completely explained this warranty, and that the purchaser understands, and agrees with the above written warranty, and will follow any procedures outlined in the warranty.

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Purchaser (please print)

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Dealer

\_\_\_\_\_  
Mailing Address

\_\_\_\_\_  
Mailing Address

\_\_\_\_\_  
City State Zip

\_\_\_\_\_  
City State Zip

\_\_\_\_\_  
Purchaser Signature

\_\_\_\_\_  
Dealer Signature

Purchaser Phone: \_\_\_\_\_

Model \_\_\_\_\_ VIN \_\_\_\_\_