

SUPERIOR TRAILERS OF
GA, INC.



"Superior Quality Means Superior Performance"



LIMITED WARRANTY POLICY

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TERMS

This Limited Warranty is issued by Superior Trailers of Georgia, Inc. (“Manufacturer”) to the Original Purchaser, defined as the first purchaser of the trailer from an authorized dealer of Superior Trailers of Georgia, Inc.

For the purposes of this Limited Warranty, the “Warranty Start Date” is defined as the day that is six (6) months from the trailer’s original shipment date from Superior Trailers of Georgia, Inc., or the date of retail purchase by the Original Purchaser from an authorized dealer of Superior Trailers of Georgia, Inc., whichever occurs first.

This Limited Warranty applies only to new trailers sold within the United States or Canada and is subject to all terms, conditions, exclusions, and limitations contained herein. Coverage extends solely to the Original Purchaser. Transfer of any remaining warranty coverage to a subsequent owner will be recognized only upon receipt by Superior Trailers of Georgia, Inc. of documentation satisfactory to establish both the trailer’s original sale and the claimant’s legal ownership. No dealer, distributor, or other third party is authorized to waive, modify, or supersede this requirement on behalf of Superior Trailers of Georgia, Inc.

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YEAR
STRUCTURAL

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YEAR
COMPONENT

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STRUCTURAL WARRANTY

Superior Trailers of Georgia, Inc. warrants that the trailer's structural components will be free from defects in materials and workmanship under normal use and service for a period of five (5) years following the original purchase, subject to the requirements, exclusions and limitations of this Limited Warranty.

For purposes of this warranty, "the structural components" are strictly limited to the main frame, sub-frame, frame rails, and crossmembers. No other components or parts - whether or not attached to or integrated with the structure - are covered under this section.

COMPONENT WARRANTY

Superior Trailers of Georgia, Inc. warrants that all non-structural components manufactured and installed by Superior Trailers of Georgia, Inc. will be free from defects in materials and workmanship under normal use and service for one (1) year from the date of original purchase, subject to the terms, exclusions, and limitations of this Limited Warranty.

This warranty does not cover paint, wood, or other cosmetic or surface finishes. These items are expressly excluded from warranty coverage.

Component parts purchased and installed by Superior Trailers of Georgia, Inc. - including but not limited to tires, axles, brake components, springs, couplers, jacks, and batteries - are warranted solely by their respective manufacturers and are excluded from this Limited Warranty. Superior Trailers of Georgia, Inc. does not assume or extend any warranty obligations for such components beyond the manufacturer's own warranty, but will act in good faith to facilitate repair, replacement, or credit through the applicable manufacturer's warranty process. Superior Trailers of Georgia, Inc. shall not be liable for the terms, limitations, or performance of any third-party warranties.

To be considered for warranty coverage under this section, any failed part must, at the discretion of Superior Trailers of Georgia, Inc., be returned to Superior Trailers of Georgia, Inc. for inspection prior to the issuance of any repair authorization, replacement part, or credit. Failure to return a failed part when requested may result in denial of warranty coverage.

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WARRANTY CLAIM PROCEDURE

To initiate a claim under this Limited Warranty, the Original Purchaser or subsequent owner must contact either an authorized dealer of Superior Trailers of Georgia, Inc. or Superior Trailers of Georgia, Inc. directly to report the alleged defect.

When initiating a claim, the claimant must be prepared to provide:

- The full Vehicle Identification Number (VIN) of the trailer as shown on the manufacturer's data plate.
- Proof of purchase of the trailer from Superior Trailers of Georgia, Inc., an authorized dealer of Superior Trailers of Georgia, Inc., or a third-party seller, including private or commercial resale transactions.
- Proof of current ownership, if requested by Superior Trailers of Georgia, Inc.

EXPLAIN ISSUE IN DETAIL

Provide a clear and accurate description of the issue. Include when the problem began, how it affects trailer performance, and any visible signs of damage or malfunction.

PHOTOS & DOCUMENTATION

The claimant should supply photographs and/or videos that clearly illustrate the reported issue. Supporting documentation should also include photographs of the following:

- A clear image of the manufacturer's data plate, and
- A full view of the trailer.

WARRANTY REVIEW

Superior Trailers of Georgia, Inc. will review the claim to determine whether the reported issue qualifies for coverage under this Limited Warranty. Additional information, clarification, or inspection may be requested as part of this evaluation process.

CLAIM RESOLUTION

If the claim is approved, Superior Trailers of Georgia, Inc. will coordinate with the authorized dealer - or directly with the claimant, as applicable - to provide the appropriate remedy, which may include repair, replacement, or other corrective action in accordance with this Limited Warranty.

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LIMITATIONS

This Limited Warranty does not cover incidental or consequential damages, including but not limited to loss of use, downtime, lost income, inconvenience, or other commercial losses, except where prohibited by law. Coverage applies only to defects in original materials and workmanship that arise from normal use and service. Normal wear items - including but not limited to lights, bearings, brakes, brake linings, tires, and batteries - are excluded from coverage and will not be repaired or replaced due to ordinary wear. Authorized repairs or replacement parts do not extend or renew the original warranty period.

EXCLUSIONS

All transportation costs associated with delivering a trailer to or from an authorized dealer, service center, or repair facility for warranty inspection, service, or repair are the sole responsibility of the claimant. Superior Trailers of Georgia, Inc. does not cover, reimburse, or assume liability for any transportation, shipping, or delivery-related expenses. Freight costs for returning defective parts for inspection are also the responsibility of the claimant unless otherwise expressly approved in writing by Superior Trailers of Georgia, Inc.

WARRANTY VOID

This Limited Warranty shall be considered null and void if any defect, damage, or failure results from misuse, abuse, neglect, improper maintenance, overloading, or exceeding the trailer's rated capacity. Warranty coverage is also void if the trailer has been subject to unauthorized modifications, alterations, or repairs, or if damage occurs due to accidents, collisions, or natural events. Removal, alteration, or tampering with the trailer's Vehicle Identification Number (VIN) or manufacturer data plate will immediately void all warranty coverage. Failure to follow safety instructions, maintenance requirements, or manufacturer guidelines - or continued operation of the trailer after a defect has been discovered - will likewise forfeit all warranty rights under this Limited Warranty.