



Warranty Policy

This Warranty Policy supersedes all other Warranty Policies, expressed or implied, issued by 5274398 Manitoba Ltd., DBA Cross Country Manufacturing, undated or dated prior hereto.

5274398 Manitoba Ltd., DBA Cross Country Manufacturing (hereafter referred to as "Company") warrants directly to you, the Dealer/Customer, that all trailers manufactured by Company are free from defects in material and workmanship, provided that they are being properly maintained and are being used in their normal intended service, free from accident or collision.

Normal service means usage in the manner and for the purpose for which such trailers are generally manufactured, purchased, and utilized, including the loading, unloading, and carriage of uniformly distributed legal loads of non-corrosive cargo, in a manner which does not subject the trailer to strains, impacts, and cycles greater than normally imposed by lawful use over properly maintained public roads, with loads not exceeding the labeled gross vehicle weight and gross axle weight ratings.

This warranty applies to all trailers manufactured by Company, including side dump, end dump, container chassis, and Live Bottom models, for the following period:

Structural Components

1st Year – 100% parts & labor

2nd Year – 50% parts & labor

3rd to 5th Year – 50% parts only

Usage (Years) Qualifier

Company's warranty may be modified, at Company's discretion, if the trailer is subjected to exceptionally heavy use, for example, a trailer running 24 hours a day, 7 days a week. In such cases, every year of that use may be treated as two or more years of normal service.

Company does not warranty trailers against excessive wear or abuse.

Product-Specific Warranty Terms

The following terms apply only to the specific product line named, in addition to the general terms above.

Live Bottom trailers: The Live Bottom belt drive system is warranted for a total of 1 year, parts and labor. Company does not warranty the Live Bottom belt drive system against excessive wear or abuse, at any time.

Sole Remedy

Your sole remedy under this warranty is limited to Company repairing or replacing, at Company's factory or an authorized repair station, any part or parts which are returned to Company on request, with transportation charges prepaid, and which Company's examination discloses, to its satisfaction, to have been defective.

WARRANTY DOES NOT INCLUDE

- Freight or transportation costs of any kind (see Warranty Claims, below)
- Downtime or loss of income
- Other incidental or consequential damages



WARRANTY DOES NOT COVER

- Tires, brake drums, and other attaching equipment
- Hoists (where equipped), axles, wheels, tires, brakes, suspensions, ABS, cylinders, and other components carrying an original manufacturer's or vendor's warranty. Company will pass that warranty through where applicable, but does not warranty these components directly
- Calcium sprayers or other parts, accessories, or items that are custom-designed or custom-manufactured (Company will pass on the supplier's warranty if the item was purchased with the trailer)
- Parts or components specified by the customer in place of Company's published standard or optional components
- Parts and components that are not defective but wear out and must be replaced during the warranty period, including but not limited to seals, lights, paint, suspension components, brake system components, brake linings, brake drums, bushings (suspension, joints, hinges, and knuckles), tires, wood pieces, truck or trailer body wear and the like.
- Alignments or adjustments which are normal maintenance items; not caused by a defect in any components or product.
- Any trailer that has been repaired or altered without Company's prior written approval, in a way that, in Company's judgment, adversely affects its stability, reliability, or durability
- Any trailer subjected to misuse, abuse, neglect, accident, or incident

Company makes no warranties except as expressly stated herein and hereby excludes any implied warranty of merchantability or fitness for a particular purpose. It is agreed that Company shall not be liable for incidental or consequential damages resulting from any breach of warranty, including, and without limiting the generality of the foregoing, loss of income, damage to vehicle, attachments, trucks or cargo, towing expenses, or injury to or death of persons.

WARRANTY CLAIMS

ON ANY REPAIRS UNDER WARRANTY, COMPANY MUST BE CONTACTED AND ITS WRITTEN APPROVAL RECEIVED BEFORE ANY WORK IS DONE.

1. Company will not, under any circumstances, accept warranty bills that have not received Company's prior written authorization.
2. Before any warranty repair is authorized, the Dealer/Customer must provide Company with clear photographs and/or video showing the defect or issue. Company may request additional photos, video, or an in-person inspection before giving its approval.
3. Company will supply all warranty parts unless otherwise agreed to by Company and the Dealer/Customer.
4. Invoices covering warranty parts and/or labor that Company considers excessive will be paid based on Company's cost of such parts and/or labor, as if the work had been done at Company's factory.
5. Invoices submitted requesting warranty must indicate the hourly rate for labor and the labor time actually incurred.



6. No warranty on parts will be paid until the faulty parts have been returned to Company, prepaid, for inspection, unless otherwise agreed in writing.

7. The Dealer/Customer is responsible for all freight and transportation costs to and from the repair facility, in all cases, including when the trailer must be brought to Company's manufacturing plant for repairs.

8. Company must be notified immediately upon discovery of a defect, and in no event later than 14 days after discovery. Any correction or repairs must be completed within 30 days thereafter. A completed Warranty Claims form, together with the photo and/or video documentation required under item 2 above, must be submitted, or the claim may be denied.

9. If requested documentation or information is not received within 30 days of Company's request, Company, at its discretion, will close the warranty claim as incomplete after providing notice to the Dealer/Customer.

ENTIRE AGREEMENT

This instrument constitutes the entire agreement between the Dealer/Customer and Company, and the Dealer/Customer understands and agrees that no person is authorized to make any other warranties or representations that will be binding upon Company with respect to the sale of new trailers manufactured by Company. This agreement is not valid unless a signed copy is received by Company within 14 days of the date of delivery by dealers to the customer.



WARRANTY SCHEDULE — ALL TRAILERS

Percentage of parts and/or labor covered by Company, by year of service. A dash (—) means the item is not covered by Company past Year 1, or is covered under a separate manufacturer's or vendor's warranty rather than by Company directly.

Component	Year 1	Year 2	Years 3–5	Notes
Trailer Frame (Structural)	100% parts & labor	50% parts & labor	50% parts only	—
Trailer Box (Structural)	100% parts & labor	50% parts & labor	50% parts only	—
Deck Trailer (Structural)	100% parts & labor	50% parts & labor	50% parts only	—
Trailer Axle Alignment	60 days from delivery	—	—	Normal maintenance item unless caused by a manufacturing defect
Paint/Coating	100% for 6 months	—	—	Excludes stone chips, road debris, corrosion from chemicals/salt, scratches, wear and customer damage.
Hoist (where equipped)	Per original manufacturer's warranty	Per original manufacturer's warranty	Per original manufacturer's warranty	Passed through by Company; not warranted by Company directly
All Cylinders	Per original manufacturer's / vendor's warranty	Per original manufacturer's / vendor's warranty	Per original manufacturer's / vendor's warranty	Passed through by Company; not warranted by Company directly
Live Bottom Belt Drive System	100% parts & labor	—	—	Excessive wear or abuse not covered at any time
Vendor Goods (tires, wheels, axles, brakes, suspension, ABS, lighting, wiring, etc.)	Per original manufacturer's / vendor's warranty	Per original manufacturer's / vendor's warranty	Per original manufacturer's / vendor's warranty	Passed through by Company; not warranted by Company directly



WARRANTY REGISTRATION

THIS WARRANTY IS NOT VALID UNLESS A SIGNED COPY IS RECEIVED BY COMPANY WITHIN 14 DAYS OF THE DATE OF DELIVERY.

Type of Trailer (Model): _____ Serial # of Trailer: _____

Dealer Name: _____

Delivery Date to the customer (YYYY-MM-DD): _____

Dealer Address: _____

Customer Name: _____ Company Name: _____

Customer Address: _____

Customer Phone #: _____ Customer / Company Email: _____

In signing this registration, the Dealer/Customer confirms receipt of, and agreement to, the attached Warranty Policy.

CUSTOMER'S SIGNATURE: _____

Date signed (YYYY-MM-DD): _____