



Please read and understand the policies below on processing warranty claims. Following these guidelines will guarantee payment to you, provide all information necessary to Cottrell, and most importantly expedite the return of a unit to the road, thus completely satisfying our mutual customer.

- Ø Cottrell must receive an estimate for repair, with an agreed upon labor rate, before a Purchase Order will be issued.
- Ø Cottrell must issue a Purchase Order prior to the repair work being performed.
- Ø All Purchase Order #'s must be referenced on invoices before they are processed through Cottrell for payment.
- Ø Pictures may be required of any structural damage before work will be authorized.
- Ø When a warranty claim involves a failed part, that part **MUST** be returned to Cottrell for evaluation, before the claim will be paid.
- Ø Cottrell **MUST** issue a Returned Material Authorization (RMA) number before returning the failed part(s).
- Ø Cottrell will pay you your cost plus 10% for Cottrell authorized parts used out of your inventory. If an approved replacement part is not purchased from Cottrell you will **ONLY** be allowed the part price plus 10% for the equivalent Cottrell part.
- Ø When a warranty claim involves failed parts, Cottrell will provide the replacement part(s). These parts will be sent out with a charge and the account will be credited once the failed parts have been returned and deemed warranty. The RMA# to return the failed parts will be on the packing slip of the replacement parts.
- Ø When a warranty claim involves a vendor part, we may choose to get the vendor involved for expertise.
- Ø Claims must be filed within 60 days of repair or they will not be paid.
- Ø Parts in question **MUST** be returned (or pictures, if structural or fabrication, must be received) before credits are applied and labor is paid.

Thank you for taking the time to read and understand the importance of these guidelines. If you ever have any questions, please contact me at any time.

Regards,

Trevor Koerner, Warranty Coordinator
Melissa Dale, Warranty Coordinator
warranty@cottrelltrailers.com
800-827-0132 Ext. 103



www.cottrelltrailers.com



**COTTRELL, INC.
LIMITED WARRANTY**

Seller: COTTRELL, INC. ("Cottrell")

Product Description: _____ ("Product")

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, EXCEPT AS SPECIFICALLY SET FORTH HEREIN.

Cottrell warrants to Buyer for the period set forth below (the "Warranty Period"), from the "In-Service Date" recorded on the attached Warranty Registration Card and approved by Cottrell or Cottrell's Authorized Dealer, that each new Headramp and Trailer will be free from design failures and defects in workmanship under normal use and service as follows:

- (1) Headramp and Trailer Mainframe Structure: Twenty-four (24) Months.
** Does not include wear items such as pivot points, linkages, track sheets, flippers, etc.
- (2) Hydraulic cylinders manufactured by Cottrell: Twelve (12) Months. (Hydraulic cylinders, hoses and valves are not covered under this Warranty if the Headramp and Trailer are not purchased as a complete unit unless proper documentation, including pressures, flow rates, etc., are included with the claim.)
- (3) Paint Manufacturer warrants paint on Headramp/Trailer for 500,000 miles or five (5) years from application date, whichever first occurs as follows:
 - (A) Years 1 and 2 - 100% of materials and labor
 - (B) Year 3 - 100% of materials and 50% of labor
 - (C) Year 4 - 50% of materials and labor
 - (D) Year 5 - 50% of materials and 25% of labor

Track surfaces and moly-lubed surfaces on the Headramp/Trailer are excluded from this paint warranty. (See Paint Manufacturer's Warranty for additional details.)

- (4) Axles, suspension, lighting, hydraulic valves, hydraulic hoses and other related items supplied to Cottrell by various component manufacturers are warranted by that particular manufacturer under its warranty policy and not by Cottrell. All claims for warranty work should be directed to Cottrell for determination and handling.
- (5) All warranty work must be approved and a work order issued by Cottrell before repair/replace work is commenced. Photographs of alleged failed parts shall be furnished by Buyer/Customer/Dealer on the request of Cottrell. Failed parts shall be returned to Cottrell on all claims.

2125 Candler Road
Gainesville, Georgia 30507

STAMP

**COTTRELL, INC.
WARRANTY DEPARTMENT
2125 CANDLER ROAD
GAINESVILLE, GEORGIA 30507**

LIMITED WARRANTY
Continued

THE FOREGOING WARRANTIES APPLY ONLY TO THE ORIGINAL BUYER (WARRANTIES ARE NOT TRANSFERABLE OR ASSIGNABLE), AND ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Cottrell's obligations under this Warranty are limited to repair or replacement at Cottrell's option and at Cottrell's facility in Gainesville, Georgia, or at a location approved by Cottrell, of any product or parts thereof that Cottrell determines may not conform to this Warranty. Buyer shall promptly notify Cottrell in writing of any alleged defect in the Product and specifically describe the problem. Cottrell shall have no obligation under this Warranty with respect to any defect unless it receives notice and a description of such defect during the Warranty Period. Upon receipt of such notice, Cottrell shall advise Buyer that warranty service shall be provided, or that the problem is not covered under this Warranty. Buyer shall pay the costs of transportation for warranty work.

The foregoing warranties shall not apply to the Product in the event it has been (i) used or operated in a manner inconsistent with the use intended by Cottrell, (ii) modified or repaired by anyone other than Cottrell's personnel or Cottrell's authorized representatives, (iii) damaged because of accident, neglect or misuse by anyone other than Cottrell's personnel, or (iv) damaged during shipment and/or when returning the Product to Cottrell for repair or replacement. Any statements made about the Product by salespersons, dealers, distributors or agents are not warranties, shall not be relied upon by Buyer, and are not part of the sale.

Cottrell shall in no event have obligations or liabilities to Buyer or any other person for loss of profits, loss of use or collateral (including cargo damage), incidental, special or consequential damages, whether based on contract, tort (including negligence), strict liability, or any other theory or form of action, even if Cottrell has been advised of the possible theory or form of action, arising out of the sale, delivery, use, repair or performance of the Product, or any failure or delay in connection with any of the foregoing. In no event shall the liability of Cottrell arising out of or in connection with the sale of the Product exceed the actual amount paid by Buyer to Cottrell for the Product.

ACKNOWLEDGED AND ACCEPTED BY COTTRELL, INC.:

BY: _____

TITLE: _____

DEALER/COTTRELL SALES STAFF

IN-SERVICE DATE: ____ / ____ / ____

Customer Name _____ Phone _____

Fax Number _____ Cell _____

Address _____ City _____ State ____ Zip _____

Salesman/Dealer _____ In-Service Date _____

Product/Model: Stinger/HR _____ Stinger Trailer _____ Hi-Mount _____

Serial # _____ Production Date _____