



Smith Truck Body Warranty Process

PROCESS:

1. Send email with **VIN, HOIST NUMBER, PICTURES/VIDEOS and DESCRIPTION OF THE PROBLEM** to service@smithtruckbody.com and cc support@redboxplus.com. The hoist number is on the drivers side on hoist.
2. **Our Staff will provide guidance as to troubleshooting and/or where to take for diagnosis if repairs are to be completed by a third party.**
3. **If Equipment is taken to a facility other than a Smith Truck Body LLC or an authorized Smith Truck Body LLC Service Partner, Purchaser must contact Smith Truck Body LLC PRIOR to repairs.**
4. **Smith Truck Body LLC will advise if the requested service facility is qualified to perform the repairs. Purchaser, or Purchaser's Equipment service facility, must provide satisfactory documentary evidence, upon request, that all applicable maintenance requirements have been met during the entire Warranty period.**
5. **If replacement parts are needed, we will ship parts at our cost to the repair shop. Smith Truck Body will not reimburse parts at retail rates.**
6. **Purchaser is responsible for paying third party repair invoices when work is completed. Smith Truck Body will reimburse the purchaser if the claim is found to be warrantable and only if the process has been followed.**
7. **Smith Truck Body will reimburse ONLY if they agree, in writing, prior to the work being done.**

No warranty claim will be honored unless Smith Truck Body LLC has received a written Warranty Claim Report describing the defect within seven days of discovery of such defect. If a Warranty Claim Report is not received within seven days of discovery of such defect, any warranty claim shall be considered waived by the Purchaser.



If any warranted parts or components prove to be defective within the Warranty period, contact Smith Truck Body LLC. Depending upon the nature of the defect, Smith Truck Body LLC will (at Smith Truck Body LLC's discretion) either repair or replace the defective component itself, or forward it to the manufacturer's factory for repair or replacement. Smith Truck Body LLC reserves the right to retain possession of any part or component that it replaces, and to use reconditioned parts.

The Warranty is limited to defects in material or workmanship that occur within 12 months after the date of invoice to the Purchaser. From time-to-time specific components may have specific separate warranties provided by the manufacturers of such components, and Smith Truck Body LLC will pass these manufacturers' warranties onto the Purchaser.

Within the FIRST WEEK of use, recheck the installation of the PTO. Check for leaks and loose mounting hardware (studs, cap screws, nuts). Recheck and tighten any loose connections. Any leaks found should be corrected immediately. PTO Must be checked every 100 hours of service after the initial 7 day period.

No freight or travel cost will be covered by this warranty. All labor cost allowed shall be in accordance with established rates. In case of alleged defects, products shall be returned to Smith Truck Body with transportation charges prepaid.

Warranty for replacement parts is limited to the remaining portion of the original warranty, or warranted for 30 days from date of shipment.

Smith Truck Body does not assume any liability for loss of product, time, or any other consequential damages.

Smith Truck Body will not cover any damage or malfunction due to improper maintenance or repairs (including warranty repairs) performed by a service facility that is not Smith Truck Body LLC. This may include the Purchaser's own service facilities. Smith Truck Body will not cover faulty repairs made by third party repair facilities. (including warranty repairs). It is the responsibility of the third party to warranty their work and repairs.