



## Limited Warranty Coverage

### **Stonewell Bodies & Machine Inc. (SBM) Limited Warranty Coverage**

Structural integrity of the body, integral components, materials, and workmanship are warranted against defects and failure for 5 years, with 100% coverage for the first 3 years and 50% coverage for years 4 and 5. Components purchased by SBM from non-SBM suppliers are subject to the warranties provided by those suppliers. This policy includes but is not limited to: drawer slides, paint, powder coating, latching mechanisms, and lights.

### **Eligibility for Warranty Coverage**

This warranty applies only to new SBM manufactured bodies installed by SBM or an authorized distributor and for the original owner. The warranty period commences from the in-service date for the body. The body must be used for its intended purpose. The body must be maintained and serviced according to the guidelines in the supplied documents.

### **Exclusions**

The warranty applies only to the SBM manufactured body and its integral components and excludes options and accessories, which are covered by separate and specific warranties. The warranty is valid only when the body is used for its intended purpose. Bodies must not be used to transport or store hazardous materials, highly corrosive materials, or uncontained liquids. The warranty does not apply to any product or component that has been overloaded, altered, abused, misused, or damaged by impact or collision. The warranty does not apply to bodies sold, installed, or used outside the United States and Canada. The warranty is not transferable.

Installation of OEM supplied back-up cameras and anti-collision sensors will, at the request of the customer, be mounted to SBM bodies. SBM does not warrant the use, functionality, intent of use, or unintentional long-term effects of uninstalling and reinstalling these devices.

### **Warranty Repairs Performed by SBM or Authorized Agents**

Warranty repairs shall be performed at an SBM facility or at an authorized distributor or dealer. SBM may, at its discretion, pick up and return the vehicle to the owner's location or may request that the owner deliver the vehicle to the repair site.

### **Warranty Repairs Performed by Non-SBM Entities**

SBM may authorize a third party to perform warranty repairs. Any such decision will be based on the type of repair, distance to the nearest approved SBM repair site, and urgency of the repair. SBM must grant authorization and permission before a non-SBM entity begins the repair or replacement of components. Warranty claims for unauthorized and unsubstantiated work may be denied.

## **Peripheral, Incidental, and Consequential Damages and Claims**

The SBM limited warranty does not apply to damage or failure resulting from misuse, abuse, neglect, accident, improper customer/distributor installation, lack of maintenance, or natural events. Any modifications by the buyer or any third party, without the prior written consent of SBM, may void this warranty. Operating conditions, or applications not made known to or contemplated by SBM at the time of delivery to the buyer may also void this warranty. Damages resulting from any other abnormal operation will not be covered by this warranty. Normal maintenance, wear, and consumable items such as light bulbs are not covered under this warranty. SBM will not reimburse for lost time, business, or business opportunities, or for any loss of use related to warranty claims. SBM will not provide or pay for the use of a rental vehicle, equipment, or tools while warranty work is performed. SBM will not reimburse for equipment or tools that are damaged, lost, or missing in conjunction with a warranty claim. SBM is not responsible for and will not reimburse for mileage, fuel, or wear incurred in the process of driving the vehicle to a repair site or delivery to the end user location, nor for lost time incurred by an owner delivering and picking up a vehicle or associated components.

This limited warranty is the sole and exclusive remedy for defective products manufactured and/or installed by SBM.

## **How to Obtain Warranty Service from Stonewell Bodies & Machine Inc.**

### **Make an Appointment for Warranty Service at an SBM Facility or Authorized Repair Site**

1. Call the SBM location where your rig was built.
2. Discuss the problem with the warranty representative to determine a resolution and repair schedule.

### **Request Authorization to Perform Warranty Work**

1. Obtain the following information:
  - All of the information related to item #2 above
  - Photographs of any physical damage (paint, dents, etc.)
  - Inspection notes by SBM personnel, or a third party representing SBM if necessary.
2. Call the SBM location where your rig was built. Discuss the problem with the warranty representative to determine coverage and repair method.
3. The representative will grant permission to perform repairs if approved.
4. **IMPORTANT!** The representative must issue a Returned Goods Authorization (RGA) number.
5. Defective parts must be returned freight prepaid to SBM within seven days.
6. If the affected component was purchased from a non-SBM supplier, please allow extra time for SBM to contact and work with the supplier.

**Stonewell Bodies & Machine Inc. reserves the right to deny any warranty if proper procedures are not followed. Proper documentation, including photos, must be provided in order for SBM to validate and approve any claim submitted after repairs are done by a third party.**