



WARRANTY

Under regular use and service, Hillcrest Trailers, LLC. assures that its product will be free from defects to the for 1 year (components), 5 year (Axles), and 3 years (structural), provided that our warranty policy is followed.

Trailers that are used as rentals or part of an equipment/trailer combo rental are subject to a 90 day component warranty and a 90 day structural warranty

The Hillcrest Trailers warranties begin on the date of purchase from an authorized Hillcrest Trailers dealer and are fully transferable.

Any trailer transportation expenses to and from an authorized dealer, the Hillcrest Trailers, LLC. factory, or an authorized repair facility are not the responsibility of Hillcrest Trailers, LLC. The owner of the trailer bears these obligations.

Preapproved Repairs or Service: Before any costs associated with maintenance or repairs on a Hillcrest Trailers trailer are covered under warranty, they must be authorized by Hillcrest Trailers, LLC. Without prior written consent, Hillcrest Trailers shall not be held responsible for any repairs or services performed on a Hillcrest Trailers trailer.

3 Year Limited Structural Warranty

For a duration of three (3) years, this Limited Warranty covers our steel line of trailers principal frame, which includes the main frame, cross members, railings, and sub-frame. Damage resulting from misuse or overloading is not covered.

5 Year Axle Warranty

Our premium axles are covered for 5 years under the Hillcrest Trailers warranty. (Parts Only)

- 1-year warranty - seals, bearings, backing plate components, and suspension springs
- 5-year warranty- axle beam only for lost camber/weld issues on the beam
- No Warranty- Bent Axle Springs
- Wear Items- Suspension Equalizers and Suspension Bushings (No Warranty)

1 Year Non-Wear Component Warranty

For a year, any additional non-wearing structure parts are protected. The duration of coverage for electrical and component parts is one (1) year. Normal wear-related items won't be replaced because of wear. Items for wear and maintenance are not covered by this warranty. Hillcrest Trailers may ask for the return of failed components for assessment.

- The following elements are examples of wear items: deck boards, brake linings, bearings, hoses, and surface paint.



 121 County Rd 308,
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Routine Maintenance is Required

Routine maintenance tasks including tire rotation, minor adjustments, wheel alignment, cleaning, and polishing, unless they are done as part of a warranty repair occurrence that qualifies for coverage.

Regular maintenance supplies, such as light bulbs, batteries, and lubricants, are not warranted.

Warranty- Not Covered

- Damage brought on by improper lubricant or oil use or by neglecting maintenance.
- Braking shoes and/or pads that are not changed before they have worn down to the point where they cause damage to braking rotors and drums will not be covered. You must make sure that sufficient inspections take place to stop pad/shoe wear from causing damage to the rotor and drum.
- This warranty does not cover damage incurred during delivery. At the time of delivery, the dealer shall record any delivery damages and report them. Damage must be noted and pictures must be taken at the time of arrival in order to submit a shipping damage claim. A claim that is rejected could arise from neglecting to document the damage and take pictures of it. If the dealer is not notified of cosmetic damage at the time of delivery, it will not be covered. Following the initial retail purchase, any reported cosmetic damage will be rejected. Only after delivery is paint covered, and this needs to be addressed right away for the warranty to work.
- Damage resulting from events outside the manufacturer's control These variables can include, but are not limited to:
 1. Abuse of your Hillcrest Trailers trailer, such as overloading it, driving over curbs or other potentially dangerous objects or road constructions, or performing tasks or purposes not outlined in the owner's manual.
 2. Mishaps and events that result in damage to your Hillcrest Trailers trailer, such as collisions, fires, thefts, alterations, modifications, tampering, and rewiring.
 3. Environmental damage or deterioration from things like acid rain, chemical and tree sap discharge in the air, road salt, hail, windstorms, lightning, floods, and divine intervention. Damage to trailer assemblies, such as the brakes and suspension, is also covered by this limitation.
 4. Damage brought on by the customer that is not attributed to a material or craftsmanship flaw, such as damage from overloading, carelessness, or other causes.
 5. Damage resulting from putting on the wrong tires (size, etc.).
 6. Damage resulting from the installation of any part whose material or craftsmanship falls short of that of the original equipment manufacturer.



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Warranty Information

Limitations

A Hillcrest Trailers trailer that HAS been registered and is typically used in the US or Canada is covered by this limited warranty.

Under the terms of this Limited Warranty, Hillcrest Trailers, LLC.'s sole liability will be to repair and replace items at the company's factory or through an authorized dealer. Only with Hillcrest Trailers, LLC.'s prior written consent are repairs covered by the Limited Warranty permitted at locations other than the company's factory or an authorized dealer.

All other liabilities and obligations—including incidental or consequential damages or contingent liabilities arising from the failure of any parts to operate properly—are hereby excluded, unless otherwise provided by applicable state law. This excludes, among other things, any damages resulting from lost use, inconvenience, lost time, commercial loss, or any other kind of damages, both specific and general, anticipated or unforeseen.

Without Hillcrest Trailers, LLC.'s prior written consent, no claimant will receive reimbursement from the company for any repairs or modifications made to a Hillcrest Trailers trailer. Any repairs made elsewhere other than the Hillcrest Trailers, LLC. production facility will have labor costs refunded to a reasonable degree.

Voiding of Warranty

Damages resulting from misuse, abuse, or carelessness of a trailer or any of its separate parts are not covered by Hillcrest Trailers, LLC. All warranties will be nullified and void if the product is loaded above the gross vehicle load rating listed on the certificate plate. Without the express written permission and prior notice of Hillcrest Trailers, LLC., any repairs, modifications, or adjustments made to its products will invalidate the manufacturer's warranty.

Disclaimers

All other guarantees and claims are specifically replaced by this limited warranty. Regarding Hillcrest Trailers, LLC., whether regarding merchantability, suitability for a certain purpose, or any other subject, Hillcrest Trailers, LLC. makes no representations or warranties of any kind, either expressed or implied. No person is permitted to provide any extended or additional warranties on behalf of Hillcrest Trailers, LLC., not even an authorized dealer.

No other guarantees, either expressed or implied, are made by Hillcrest Trailers, LLC. extra than what is specified, there are no extra warranties.

Without being obligated to make the same or comparable adjustments to trailers it has already built or sold, Hillcrest Trailers, LLC. maintains the right to make changes to any trailer that it builds and/or sells, as well as to its Authorized Hillcrest Trailers Dealers.



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Dealer Responsibilities

- Authorized Hillcrest Trailers, LLC. dealers are in charge of filing any claims under this Limited Warranty with the manufacturer. It is your responsibility to promptly register your trailer under this limited warranty.
- The end user is required to return a trailer for examination to the Hillcrest Trailers, LLC. authorized dealer where the original purchase was made, within ten days of becoming aware of a possible problem with the trailer.
- The dealer has 15 days from the date of discovery of the original fault to get in touch with Hillcrest Trailers, LLC. if the end user wants to make a warranty claim under this warranty and the dealer is unable to fix the issue for free.
- Preapproval for the Dealer must be obtained through the completion of a Warranty Repair form, which includes photographic proof of any damaged or questionable locations on the Hillcrest Trailers trailer.
- In order for Hillcrest Trailers, LLC. to validate and approve the claimant for reimbursement and/or replacement under this limited warranty, a request may be made to deliver defective parts by prepaid shipping. Defective components must be sent, if requested, within 30 days after the approval date in order to be eligible for replacement or compensation.
- Hillcrest Trailers, LLC. maintains the right to refuse to replace or repair any defective trailer at an excessive cost. Reasonable compensation or necessary components for any permitted work carried out under the conditions of this limited warranty may be determined at Hillcrest Trailers, LLC.'s discretion.

Law/Disputes

Purchaser and Hillcrest Trailers, LLC hereby (a) submit to the non-exclusive jurisdiction of the courts of competent jurisdiction in McMinn County, Tennessee, and the United State District Court for the Eastern District of Tennessee for resolution of any dispute concerning this Limited Warranty or the rights or obligations of Purchaser and/or Hillcrest Trailers, LLC; (b) agree that any litigation commenced in Tennessee in connection with this Limited Warranty shall be venued in either the McMinn County, Tennessee District Court, or the United States District Court, Eastern District of Tennessee, Southern Division, and (c) waive any objection it may have as to any such action or proceeding brought in such court that such court is an inconvenient forum. Nothing herein shall limit the right of Purchaser or Hillcrest Trailers, LLC (or the right of any permitted successor or assign of either) to bring proceedings against the other in the courts of any other jurisdiction wherein any assets of such other party may be located.



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