



## 5-Year Van Body Warranty

**F3 MFG Inc. is proud to offer a 5 Year Warranty: the strongest warranty in the industry.**

The average industry warranty is 1-3 years. In fact, many manufacturers offer a limited One Year warranty. That speaks volumes. If they can't be confident, how can you?

While we hope that your purchase is always trouble free, if the unexpected arises, we want you to know that you're in good hands.

### Aluminum Van Body Warranty

F3 MFG Inc. (hereinafter "F3") van bodies, marketed under the DuraMag® or DuraLite brand, co-branded or private labeled, is warranted as follows:

#### Ownership & Coverage:

Coverage periods are limited from the date of sale to the original purchaser (end user) for the specified period of coverage and further to ownership by the original purchaser on the original truck.

##### 5 Year Coverage:

F3 warrants that the structural extruded framework of the van body (base frame, front and side wall vertical and horizontal frames, roof frame and rear frame) will be free from defects in materials and craftsmanship for a period of 5 Years, subject to any limitations or exclusions herein.

##### 1 Year Coverage:

F3 warrants all lighting & wiring (if installed by F3 MFG Inc.), flooring, interior linings, locks, latches, powder coated finishes, hardware, fasteners, custom options manufactured and installed by F3, water sealants, side panels, roll up doors, roofing materials and leaks for a period of one year, subject to any further limitation or exclusions herein.

##### 90 Day Coverage:

F3 warrants the installation of non F3 manufactured products, installed at F3's factory, for a period of 90 days. These products include but are not limited to: overhead and side doors, lift gates, power units, hydraulic units, motors, electronic devices, cameras, customer requested specialty items or any other accessory item installed but not manufactured by F3, subject to any further limitations or exclusions herein. F3 will assist owner with necessary 3rd party product warranty information on such products.

##### 30 Day Coverage:

F3 warrants the mounting of the body to the chassis, if installed at the factory, for a period of 30 days. This includes all mounting hardware, U bolts, overhead door adjustments, etc., subject to any further limitations or exclusions herein.

#### Exclusions:

This warranty does not apply to or cover:

Transfer of ownership, transfer from the original body, normal wear and tear, misuse, abuse, neglect, fork truck or pallet jack damage, fork truck usage in a DuraLite series or DuraMag® model not designed for fork trucks, loading/unloading damage, body modifications, repairs, additions other than those approved by F3 in writing, damage related to or caused by unapproved body repairs/alterations, bodies involved in an accident of any kind, items not manufactured by F3 (whether provided by the customer or by F3) but installed by F3, either on the body or on the truck—potentially covered by another manufacturer's warranty (including but not limited to lift gates, hoists, refrigeration, A/C, motors, hydraulics, etc.), damage from exposure to chemicals, unsafe cargo, improperly or inadequately restrained cargo, damage or problems related to

or as a result of installation failures—excepting F3 Factory Installations within the coverage imitations herein, damage by an Act of God, unreasonable use (e.g. Loading in excess of gross vehicle ratings which further invalidates all warranties), lack of maintenance, nonstructural shrinkage, gaps, chips, gouges or splits in wooden flooring, tightening of U bolts or failure to inspect and tighten U bolts, damage resulting from failure to report and resolve a recognized warranty issue, damage that resulted from salt, sand, road debris and weathering, removal and remounting of the body by other than the factory, transportation to/from the factory or an F3 dealer for warranty repairs, failure to comply with F3's recommended maintenance procedures (online), as well as any other factors beyond the control of F3.

## Limitations:

**This warranty is nontransferable between owners and trucks.** F3 does not authorize anyone representing F3 or any dealer, dealer representative, or any other person associated with the sale, warranty or service of the product to issue any further, oral or written, warranty other than the express warranty defined herein. **This warranty is in lieu of all other warranties, express or implied. In no case is there any warranty of merchantability and fitness for purpose. Further, there is no warranty on incidental and consequential damages.** F3 will not be responsible for any incidental or consequential damages. Such excluded damages include but are not limited to: loss of use, replacement truck rental fees, lost time, lost pay, loss of income, loss of revenue, property damage, damaged cargo, loss of cargo, towing costs, hotel related costs, transportation of the body to and from a dealer or the factory for repair and any other forms of commercial economic damages. Some states do not allow limitations on the term of implied warranties so this limitation may not apply to you.

## Required Registration:

The warranty period begins on the day of purchase by the original end user. **You must register your purchase online at DuraMag®'s Van Body website ([DuraMagBodies.com/product-registration](https://DuraMagBodies.com/product-registration)) within 30 days of the purchase date.** You will receive a confirmation email that your body is registered, as well as a copy of your warranty. Failure to meet this condition will automatically void the warranty.

## How to Proceed if You Have Product Issues

### How to place a claim

#### Customer Obligations:

1. If you experience issues that you believe are subject to the warranty, first contact your F3 dealer/installer. If your dealer believes the issue is covered under warranty, he will submit a claim for F3 approval on your behalf. If you need assistance in this process, call the factory at 207-660-4700.
2. You must inform F3 of any claims within 30 days of discovery and immediately if they are structural issues. Failure to report a structural warranty issue, when recognized, will void your warranty.
3. DO NOT start the repair process prior to obtaining a written repair authorization from F3 detailing the work to be performed and who is authorized to do the repair, including an approved dollar amount. No warranty repair will be paid without the prior issuance of this repair authorization.

#### Dealer Obligations:

#### Required Process:

1. Photographs of the alleged defect and all pertinent surrounding areas
2. Supply Serial Number and Date of Sale
3. Dealer submits the photos and detailed explanation via email to F3 customer service
4. F3 approves or disapproves the repair work for warranty coverage, by email
5. If warrantable, F3 and Dealer will agree on a pre-approved amount for Parts and Labor and F3 will issue a warranty claim number.
6. No Warranty Claims will be considered without photographs.

## Remedies:

At F3's sole discretion, F3 will repair or replace any product determined by F3 to be defective and subject to this warranty. F3's legal obligation is limited to replacement or repair, specifically excluding transportation to and from the repair center or factory. If F3 determines that replacement is necessary, the body must be free of liens and security positions.