

Fontaine Fifthwheel Warranty Terms

Basic Limited Terms of Warranty

The company (defined as Fontaine Fifthwheel) warrants that all Fifthwheels produced by the company to be free from defects in material and workmanship - excluding mounting components not supplied as an original part of the Fifthwheel assembly.

The Warranty Period for Fontaine Products is:

2 Years Parts and Labour + 2 Years Parts only

Or

500,000km (whichever comes first.)

All Installations must be carried out to within the company's Fifthwheel Mounting Instructions.

These Warranty Terms cover failures in material and workmanship but does not cover failures due to the following:

- A. Vehicles which are not used on normal Highway conditions
- B. Accident
- C. Improper Installation (refer to Fontaine Official mounting instructions).
- D. General Wear and tear
- E. Misuse Alteration or Neglect
- F. Failure to properly maintain (refer to Fontaine Official maintenance instructions) using company's genuine parts

The company must be notified prior to the commencement of any repair. Failure to do this will cause automatic rejection of the claim.

Upon raising an incident Fontaine Warranty Department must be notified a.s.a.p. whereby a Customer Service (CS) number can be issued. Any parts not identified with a valid "CS" number will not be accepted back into the company.

If a Fifthwheel / parts are required to be returned to the manufacturing plant for examination these should be sent freight pre-paid by the claimant and be degreased prior to return.

Under the terms of the warranty the company agrees to replace the defective Fifthwheel (or relevant parts only at their discretion) and these will be supplied on a carriage paid UK or FOB UK port basis. Parts can only be replaced to cover possible warranty claims following the receipt of a valid order number.

For agreed claims (up to a maximum of 1 hour), Labour will be authorised to change the Fifthwheel / part at the company's prevailing warranty labour rate. Any invoices not identified with a valid "CS" number will not be accepted for payment. Fontaine reserve the right to reject any warranty claim it feels is not justified.



Fontaine Fifthwheel shall have NO liability for vehicle downtime, cargo loss or any other subsequent loss however caused.



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