

# SUPREME CORPORATION WARRANTY POLICY

## FOR STANDARD TRUCK DIVISION PRODUCTS

### **What Does This Warranty Cover?**

This Warranty covers all material and workmanship in every product manufactured by Supreme that is installed on a 2008 model year chassis or newer, which is found by Supreme to be defective in material or workmanship. This Warranty is specifically in lieu of all other express warranties on the part of Supreme.

### **What Does This Warranty NOT Cover?**

This Warranty does not cover:

- A. Defects in the chassis and/or power unit.
- B. Defects in separately manufactured products not produced by Supreme such as, but not limited to, refrigeration and air conditioning units, cargo holding devices, and moveable bulk heads.
- C. Deterioration due to normal wear, tear, and exposure.
- D. Repairs made necessary by negligent use, misuse, abuse, loading the unit beyond its gross weight limitations, accident, acts of God, or other contingencies beyond the control of Supreme.
- E. Repairs made necessary by reason of the failure to follow ordinary maintenance procedures as recommended by Supreme.
- F. Repairs made necessary by reason of repairs or alterations done without Supreme's approval.
- G. Installed parts or after market products supplied by the customer.

### **Who Is Covered?**

This Warranty covers all owners within the warranty period from the original in-service date.

### **What Is The Period Of Coverage?**

- A. This Warranty is for a period of three (3) years or 36,000 miles from the original in-service date, which ever comes first and ends at the expiration of the coverage period. Main body structural components including the roof structure, perimeter wall structure, and steel floor foundations are covered under a five-year structural warranty on Supreme manufactured dry freight van bodies, Iner-city bodies, Spartan bodies and insulated bodies.
- B. This Warranty is for a period of three (3) years or 36,000 miles from the delivery date, which ever comes first, of the initial purchase on all covered items, as well as Supreme products not specifically outlined as being covered under the five-year structural warranty.

### **What Will We Do To Correct Defects?**

We will repair or replace, at our option, without charge for parts or labor, any defective part covered by this Warranty.

### **What Will We Not Do?**

We will not pay shipping or transportation charges.

### **How Do You Get Service?**

- A. You should immediately contact the dealer or distributor from whom the unit was purchased. Should such be impossible or impractical because of traveling or permanent movement from the geographical area where the unit was purchased, the nearest authorized Supreme dealer or distributor, or Supreme itself, should be contacted. If a dealer or distributor is contacted, that dealer or distributor should implement steps to repair, or replace, or have repaired, or have replaced, the unit. Such steps may include referring the owner to the manufacturer for assistance. In any event, delivery of a unit to the dealer or distributor, or to Supreme, as well as the return of the unit to the owner, shall be at the owner's expense.
- B. Replacement of a defective part will occur only when the original purchaser makes available to Supreme the defective unit or part free and clear of all liens and encumbrances.
- C. Prior to warranty repairs, the dealer or distributor must verify unit number, purchase date, and original ownership.
- D. The dealer or distributor must obtain an authorization number from the manufacturer if the pending claim is over One Hundred Dollars (\$100.00).

### **What Must You Do To Keep The Warranty In Effect?**

You must perform reasonable and necessary maintenance upon the unit and use the unit in accordance with Supreme's directions and recommendations, paying particular attention to the warning and instruction labels provided by Supreme.

### **What Other Conditions Or Limitations Apply To This Warranty?**

- A. This Warranty excludes transportation to and from the dealer or manufacturer to get warranty services, loss of time, loss of use, loss of revenues, salaries or commissions, lodging, towing charges, bus fares, car rentals, gasoline expense, telephone charges, inconvenience, or other incidental damages.
- B. This Warranty excludes the cost of repairing or replacing other property that is damaged because of a defect in the unit as well as other consequential damages.\*\*Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusions may not apply to you.
- C. THE IMPLIED WARRANTY OF MERCHANTABILITY, AN UNWRITTEN WARRANTY THAT THE PRODUCT IS FIT FOR ORDINARY USE, IS LIMITED TO THE THREE (3) YEAR 36,000 mile DURATION OF THIS WRITTEN WARRANTY. **\*\*Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.**
- D. No dealer, distributor, agent, representative of Supreme, or other person is authorized to make any representation or a promise of warranty concerning Supreme products on behalf of the company except to refer the purchaser to this Warranty. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

### **What Do You Do If A Separately Manufactured Part Is Defective?**

- A. Our Warranty does not cover defects in separately manufactured products not produced by Supreme. These products may be warranted by the individual manufacturers. A copy of their warranty, if available, has been included in your owner's packet.
- B. If service or parts are required for these products, refer to the furnished list of factory authorized service centers. If the list is not available for the particular product, write or call the manufacturer concerned to obtain the location of the nearest authorized service center.

### **How Does State Law Relate To This Warranty?**

This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

### **Addendum to Warranty Policy**

Supreme Requires:

- A. All Repair Orders must be received by Supreme within 60 days of the completion date.
- B. Light Bulbs are not reimbursable after (30) days in service.
- C. Rear overhead door adjustment is not reimbursable after (30) days in service.
- D. Paint; Supreme Warranty on paint is Limited to (1) Year from date of original purchase.



# NATIONWIDE LOCATIONS

## ■ Manufacturing Facilities

*Sales, Parts & Service*

2450 Progress Way  
**Woodburn, OR** 97071  
Phone # 503.981.2927  
Fax# 503.981.6766

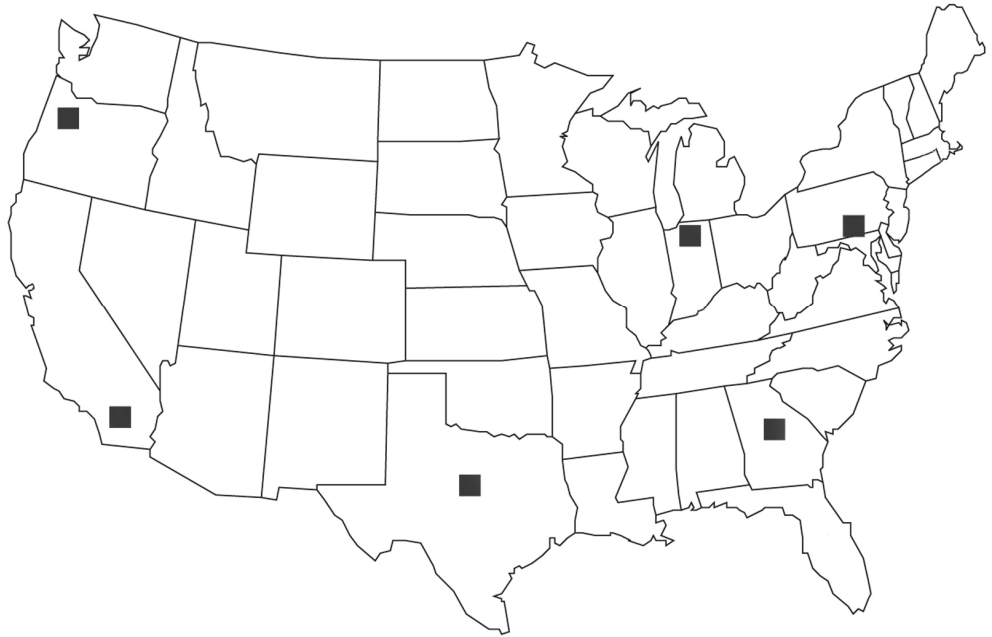
22135 Allessandro Blvd.  
**Moreno Valley, CA** 92553  
Phone # 951.656.6101  
Fax# 951.656.1501

500 W. Commerce Street  
**Cleburne, TX** 76033  
Phone # 817.641.6282  
Fax# 817-641-7924

2572 East Kercher Road  
**Goshen, IN** 46527  
Phone # 574.642.4888  
Fax# 574.642.4540

2051 U.S. Highway 41  
**Griffin, GA** 30224  
Phone # 770.228.6742  
Fax# 770.228.6781

411 Jonestown Road  
**Jonestown, PA** 17038  
Phone # 717.865.4390  
Fax# 717.865.4385



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