



Truck Body/Equipment Warranty

The Godwin Group warrants all new truck bodies and equipment purchased directly from Godwin Group or from an authorized reseller of the Godwin Group products for a period of 1 year from the date of the sale to the end user/customer within a maximum time of 6 months from the sale to the distributor/dealer. This warranty must be activated with the Godwin Group within 30 days of sale to the end user/customer to be valid. This warranty is not transferable once activated by the dealer or the end user/customer. This warranty warrants that our products shall be free of defects in material and workmanship under normal operating conditions, when properly maintained and operated as directed in the owner's manual for the duration of the warranty period.

This warranty is limited to truck bodies and equipment/accessories manufactured and/or installed by Godwin Group; or installed by Godwin Group authorized install sites. It does not cover post-production or distributor modifications made by parties other than Godwin Group. These modifications include, but are not limited to:

- Installation of tarp (by other than Godwin Group) Installation of vibrator (by other than Godwin Group)
- Installation of bodies or standalone components purchased from but not installed by Godwin Group
- Any design modifications made by the end user/customer to the original Godwin Group unit

Repair, replacement or credit is at Godwin Group discretion. Godwin Group will not reimburse for work performed without prior authorization. Godwin Group reserves the right to refuse estimates deemed excessive.

Godwin Group does not warranty PTO failures for PTO's installed by third parties, including factory (OEM) installed PTO's.

In cases where pump and PTO are installed by a third party, warranty claims for related hydraulic components may not be covered by warranty if evidence of hydraulic fluid contamination is present. This includes, but is not limited to, components such as hydraulic tank, cylinders and fittings.

Environmental damage resulting from time spent on dealer lots is not covered by this warranty. This damage can include but is not limited to:

Rust

Storm damage

Exposure to extreme temperatures

Hoist failure as a result of being displayed for extended periods in the raised position.

Paint warranty is limited to adhesion to metal surfaces only and does not include either the inside or the understructure of truck bodies. Due to the nature of the product and its intended applications, truck bodies are painted white at the customer's own risk and shall not be covered by the warranty.

Items such as loose bolts, loose or ungreased fittings, hydraulic leaks, electrical connections, loose lift axle mounting hardware and unusual noises shall be warranted for a period of 90 days from the date of sale to the end user/customer. Issues of this nature reported after 90 days shall be considered the result of normal wear subject to regular maintenance by the customer as detailed in the owner's manual for the truck body and/or equipment/accessories and are not covered by Godwin Group warranty. Failure to follow the maintenance regimen outlined in the owner's manual for the truck body and/or equipment will void the warranty. These items include but are not limited to:

Grease fittings	Tailgate pins	Tailgate hinge bushings
Hydraulic cylinder pins		Torque of Bolts

This warranty is void if the unit has been abused or has been subject to other than normal usage as explained in the owner's manual no other obligation is assumed or authorized by Godwin Group other than herein set forth.

Godwin Group assumes no responsibility for fit, form, function or failure of the chassis. Dealerships and distributors are responsible for the condition of the chassis prior to delivery to the customer. Damage occurring to the chassis before arriving at or leaving Godwin Group premises shall not be warranted. Cosmetic damage resulting from transportation will be covered only if the unit is hauled by Godwin Group or their 3rd party designee and only if the damage is reported within 24 hours of delivery.

Godwin Group does not assume any liability for any secondary charges, travel, and loss of use, downtime or other incidental or consequential expenses.

Conditions of Warranty Consideration

1. Any and all warranty work to be performed must be approved and authorized by Godwin Group Warranty Department prior to commencing work and/or accruing charges.
2. Defective components must be sent to Godwin Group with 30 of claim. When freight costs might be excessive, photos may be sent in lieu of actual component if damage/defect can be clearly identified, at the discretion of the Godwin Group warranty administrator.
3. Invoices must indicate the Authorized to Return/Repair (ATR) number or reference number issued by Godwin Group in order to be recognized. Invoices received without this identification will not be paid.

4. In cases where product failure occurs due to defects in materials or workmanship within the warranty period and limitations set forth by this policy, a claim must be filed within 30 days of such failure.

Godwin Group reserves the right to deny any claim which does not meet any or all of the above requirements.

For product registration please submit form to warranty@godwin-group.net

Form: <https://godwinmfg.com/wp-content/uploads/2024/03/WarrantyRegistration.pdf>