Cougar Manufacturing Roll-off Trailers Warranty Information

1. Warranty Coverage

Cougar Manufacturing provides a limited warranty for all Roll-off Trailers manufactured and sold by the company. The warranty covers defects in materials or workmanship under normal use and maintenance for the following time periods:

- **Frame & Structural Components**: 1 year from the date of purchase.
- **Hydraulic System**: 2 years from the date of purchase.
- **Electrical Components**: 1 year from the date of purchase.
- **Winch**: 1 year

2. Warranty Exclusions

This warranty does not cover damage caused by the following:

- Improper use, neglect, or abuse of the trailer.
- Unauthorized modifications or alterations made to the trailer.
- Normal wear and tear.
- Accidental damage or collisions.
- Routine maintenance, such as tire replacements, brake servicing, or lubrication.

3. Claims Process

To submit a warranty claim, the following steps must be followed:

1. **Contact Cougar Manufacturing**: Notify Cougar Manufacturing at Cougerwarranty@gmail.com within 14 days of identifying the defect or issue. Provide the trailer's serial number, proof of purchase, and a detailed description of the problem along with images and/or video.
2. **Inspection & Verification**: A representative from Cougar Manufacturing may schedule an inspection of the trailer to assess the claim. The warranty covers repair or replacement of defective parts only after verification.
3. **Repair or Replacement**: If the warranty claim is valid, Cougar Manufacturing will, at its discretion, repair or replace the defective parts. Repairs will be carried out using genuine parts.

4. Transferability

This warranty is valid only for the original purchaser and is not transferable. If the trailer is resold, the warranty is void.

5. Limitations of Liability

Cougar Manufacturing’s liability under this warranty is limited to the repair or replacement of defective parts, as stated above. Cougar Manufacturing shall not be liable for any incidental or

consequential damages arising from the use or inability to use the Roll-off Trailer, including but not limited to lost profits, downtime, or transportation costs.

For more details or to inquire about your warranty, please contact Cougar Manufacturing Customer Support at Cougerwarranty@gmail.com or by phone 254-214-7050