QUALITY CARGO LLC.

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THREE-YEAR LIMITED TRAILER WARRANTY

3-Year Structural • 90-Day Components & Workmanship

Effective for trailers delivered on or after: December 1, 2026 **Registration:** within 15 days (QR code or mail)

Important Notice

Please read this Limited Warranty carefully before purchase. It explains who is covered, what is covered, what is excluded, how to register, how to make a claim, and the duties of the owner, the dealer, and Quality Cargo LLC ("Quality Cargo"). This warranty must be made available to the purchaser before the sale is completed.

This is a **Limited Warranty**. It is the only express warranty Quality Cargo gives on the trailer.

Coverage at a Glance

Coverage	Period from delivery	What it covers
Structural	3 years	Quality Cargo–built frame and structure (Section 3)
Components and workmanship	90 days	Quality Cargo installation and listed non-structural items (Section 4)
Cosmetic and initial adjustment	90 days	Verified factory finish and adjustment defects (Section 4)
Supplier components	Supplier's own warranty	Axles, tires, A/C and other outside-brand parts (Section 5)

1. Who Is Covered

This Limited Warranty is given only to the original retail purchaser of a new trailer manufactured by Quality Cargo.

- The trailer must be purchased new from Quality Cargo or an authorized Quality Cargo dealer.
- Coverage is not transferable to any later owner unless applicable law requires it or Quality Cargo approves the transfer in writing.
- The trailer must be registered, operated, and kept within the continental United States.
- Trailers bought for resale, demonstrator units after 6 months in dealer stock, and salvage or rebuilt-title trailers are not covered.
- Rental, fleet, and commercial-use trailers are covered only on the terms disclosed in writing at the time of sale. Quality Cargo may offer them reduced or separate coverage.

- Proof of purchase, the complete Vehicle Identification Number (VIN), and proof of ownership are required for every claim.

2. When Coverage Begins and Ends

Coverage begins on the date the trailer is delivered to the original retail purchaser, as shown on the bill of sale, purchase agreement, or dealer delivery record. If the delivery date cannot be documented, Quality Cargo will use the dealer invoice date or the date of manufacture shown on the MSO, whichever Quality Cargo can verify.

Each coverage period below ends on its stated anniversary of the delivery date. Registration, claims, inspections, and repairs do not extend or restart any coverage period unless applicable law requires it. A replacement part is covered only for the time remaining on the original coverage period.

3. Three-Year Structural Warranty

For **three (3) years** from the original retail delivery date, Quality Cargo warrants that the Structure of the trailer will be free from defects in materials and workmanship under normal use, loading, towing, service, and maintenance.

"Structure" means only these Quality Cargo–manufactured parts:

- Main frame: bottom (perimeter) rails and structural cross members
- Tongue or A-frame and its factory welds to the main frame
- Side posts, wall studs, and structural uprights
- Roof rails, roof bows, and structural headers
- V-nose structural framing and the structural sub frame
- Factory structural welds joining any of the parts above

A structural defect is a defect in Quality Cargo materials or workmanship that materially affects the strength or structural function of a covered part. Cosmetic marks, surface rust, and normal flex do not qualify.

Not part of the Structure: floorboards and floor coverings, running gear (axles, suspension, hubs, bearings, brakes, wheels, tires), couplers, jacks, safety chains, breakaway systems, exterior skin and panels, roof sheeting, interior plywood walls, doors, ramp doors, windows, vents, fenders, stone guard, trim, sealants, paint, undercoating, fiberglass parts, electrical, plumbing, and accessories.

4. Ninety-Day Components, Workmanship, and Cosmetic Coverage

For **ninety (90) days** from the original retail delivery date, Quality Cargo warrants against defects in its own materials and installation workmanship for: electrical wiring and lights, plumbing, windows, doors and door hardware, ramp doors, vents, sealant, paint, undercoating, fiberglass parts, exterior panels, roof sheeting, flooring, interior walls, fenders, stone guard, trim, and factory-installed accessories.

During the same 90 days, Quality Cargo may correct verified factory defects in paint or coating application, trim alignment, initial door and latch adjustment, sealant application, and panel installation. Cosmetic repairs may use commercially reasonable methods and may not exactly match the original color, gloss, or texture.

This section covers only defects caused by Quality Cargo's materials or workmanship. It does not cover deterioration from use, weather, road conditions, or outside forces.

5. Components Made by Other Companies

Axles, suspension, hubs, bearings, brakes, tires, wheels, couplers, jacks, breakaway kits, batteries, lights, air conditioners, generators, winches, appliances, and other supplier-branded products carry their own manufacturers' warranties. They are **excluded** from this Limited Warranty, except for a defect in Quality Cargo's installation of them during the 90-day period in Section 4.

When reasonably available, Quality Cargo or the dealer will identify the supplier, share available documentation, and help route the claim. Quality Cargo does not guarantee supplier approval and is not responsible for any supplier's warranty obligations.

6. What Quality Cargo Will Do

If Quality Cargo determines that a reported condition is a covered defect, Quality Cargo will, at its option and subject to applicable law:

- Repair the defect at the Quality Cargo factory in Nashville, Georgia
- Replace the defective part with a new, rebuilt, reconditioned, or functionally equivalent part
- Authorize repair by an approved dealer or repair facility at a pre-approved cost
- Pay a reasonable, pre-approved repair allowance, or provide another commercially reasonable written remedy

Quality Cargo chooses the remedy, repair method, and repair location based on the evidence, safety, parts availability, and reasonable cost. Parts that are replaced become Quality Cargo's property.

7. Repair Location and Prior Written Authorization

Warranty repairs are performed at the Quality Cargo factory unless Quality Cargo approves another location in writing.

No repair, replacement, welding, cutting, disassembly, or alteration may begin until Quality Cargo issues written authorization. The authorization will state the claim number, the approved facility, the approved work and parts, the labor hours and rate or a maximum dollar amount, any part-return requirement, and a completion deadline.

Quality Cargo will not pay or reimburse any dealer, purchaser, or repair facility for work done without prior written authorization, or for work beyond what was authorized.

If emergency action is needed to prevent injury or further damage, the owner must report it to Quality Cargo within 48 hours and keep all removed parts and photographs. Emergency action does not by itself establish coverage or reimbursement.

8. Transportation and Other Owner Expenses

Unless Quality Cargo agrees otherwise in writing or applicable law requires otherwise, the owner pays for:

- Transporting the trailer or parts to and from the dealer, an approved facility, or the Quality Cargo factory
- Towing, roadside service, freight, and delivery
- Travel, lodging, meals, and lost time
- Storage, unapproved diagnostics, and unapproved teardown
- Rental or substitute equipment, loss of use, lost revenue, and business interruption
- Removing, storing, or replacing cargo

Approval of a claim does not mean Quality Cargo will pay any of these expenses.

9. What Is Not Covered

This Limited Warranty does not cover any condition caused or materially contributed to by any of the following.

A. Normal wear and maintenance

- Normal wear and tear, routine maintenance, ordinary adjustments, and parts reaching the end of their service life
- Worn brake linings, bearings, tires, bulbs, and other consumables; fasteners loosened by normal operation
- Failure to inspect, maintain, lubricate, adjust, clean, or service the trailer

B. Misuse and improper operation

- Negligence, abuse, misuse, or neglect
- Loading beyond the GVWR, GAWR, or payload on the VIN label; uneven, unsecured, or concentrated loads
- An unsuitable tow vehicle, hitch, or hitch ball; a hitch ball that does not match the coupler; improper tongue weight; improper hitching or tow hookup
- Unsafe speed, improper tire pressure, or failure to keep wheel lug nuts at specified torque
- Continuing to use the trailer after a warning, visible defect, unusual movement, or unsafe condition appears
- Using the trailer for a purpose it was not designed or sold for, including off-road use or use as a stationary structure, residence, or storage building

C. Accidents and outside causes

- Collision, impact, road hazards, potholes, curbs, theft, vandalism, fire, flood, wind, hail, lightning, falling objects, animals, and acts of nature

D. Corrosion and environmental exposure

- Road salt, saltwater, fertilizer, lime, de-icing chemicals, industrial chemicals, harsh cleaners, or improper pressure washing
- Surface rust from chips, scratches, neglect, or exposure; fading, oxidation, or discoloration from sun or weather

E. Water intrusion and condensation

- Condensation inside the trailer
- Water entering through damaged, aged, separated, or unmaintained sealant, or through any opening, accessory, alteration, or repair not made by Quality Cargo
- Damage caused by wet cargo
- A verified defect in Quality Cargo's original sealant application within the 90-day period is handled under Section 4

F. Repairs, alterations, and aftermarket equipment

- Any repair, welding, cutting, drilling, rewiring, or structural change made anywhere other than the Quality Cargo factory without Quality Cargo's prior written authorization
- Aftermarket accessories, and changes to the axles, suspension, tongue, frame, roof, walls, doors, electrical system, or load configuration not approved in writing by Quality Cargo
- **Custom-built trailers:** any alteration made after the trailer leaves the Quality Cargo factory voids the Structural Warranty on the altered area and on every structural part the alteration affects
- An outside repair or modification does not cancel coverage on unrelated parts, but any damage it causes or contributes to is excluded

G. Cosmetic conditions after 90 days

- Chips, scratches, dents, fading, color or finish variation, caulk movement, surface corrosion, road-debris damage, and normal expansion and contraction

H. Other exclusions

- Trailers whose VIN label has been removed or altered
- Trailers not registered as required by Section 25, to the extent applicable law permits this exclusion
- Damage to cargo or other property carried in or on the trailer

Determination of cause. Quality Cargo will make a reasonable, good-faith determination, based on inspection and the evidence provided, of whether a condition is a covered defect or resulted from an excluded cause. Quality Cargo will explain a denial in writing.

10. Owner Responsibilities

- Follow all safety, loading, towing, and maintenance instructions, including the Warnings section of this document
- Use a tow vehicle, hitch, hitch ball, wiring, and brake controller rated for the trailer
- Stay within the GVWR, GAWR, payload, tongue-weight, and tire limits on the VIN label; distribute and secure cargo properly
- Inspect before every trip; keep tire pressure and lug-nut torque at specification; check brakes, bearings, suspension, coupler, chains, breakaway system, doors, roof, seams, sealants, lights, and wiring
- Reseal and maintain the roof, seams, and openings as needed; wash off road salt and chemicals promptly
- Keep maintenance, inspection, and repair records and receipts
- Stop using the trailer when continued use may be unsafe or may cause more damage
- Report a suspected defect promptly, prevent avoidable further damage, give accurate evidence, and make the trailer available for inspection

If failing to perform a duty above causes or materially contributes to a defect or to additional damage, that defect or damage is not covered.

11. Dealer Responsibilities

- Provide this Limited Warranty to the purchaser before the sale is completed and help the purchaser register within 15 days of delivery
- Verify the VIN, purchaser, purchase date, and delivery date
- Document every complaint with photographs, video, and written estimates
- Never promise coverage before Quality Cargo reviews the claim
- Obtain written authorization before any work, follow the approved procedure, return requested parts, and submit completion evidence

A dealer is not Quality Cargo's agent for warranty purposes and cannot change, extend, or add to this Limited Warranty.

12. How to Submit a Warranty Claim

The owner or authorized dealer must notify Quality Cargo **in writing within thirty (30) days after discovering a suspected defect, and before the applicable coverage period ends.** Send claims by email to Warranty@qualitytrailerusa.com, by mail to 7977 Hwy 129 S, Nashville, GA 31639, or through Quality Cargo's claim form when available. For help with a claim, call the Warranty Specialist at 833-791-1833. A phone call alone does not satisfy the written-notice requirement.

Each claim must include:

- Owner name, address, phone, and email; selling dealer; purchase and delivery dates
- Trailer model and the complete VIN; current location of the trailer; how the trailer is used
- Date the problem was discovered and a detailed description of it
- Photographs of the full trailer, the VIN label, and close and wide views of the problem; video where helpful
- Maintenance records, repair estimates, invoices, and disclosure of any accident, alteration, outside repair, overloading, or unusual event

A claim is not accepted until it is complete. Submitting a claim does not establish coverage.

13. Claim Review

Quality Cargo will:

1. Acknowledge the claim and assign a claim number
2. Request any missing information
3. Verify the VIN, ownership, dealer, delivery date, registration, and coverage period
4. Determine whether the item was made by Quality Cargo or by a supplier
5. Request more evidence, an inspection, or return of a part if needed
6. Consult a supplier, engineer, or technician when appropriate
7. Issue a written decision: Approved, Partially Approved, Supplier Referral, or Denied, with instructions

Review time depends on complexity, safety, inspection, parts, supplier involvement, and how complete the claim is.

14. Inspection, Evidence, and Reimbursement

Quality Cargo may inspect the trailer and any claimed part, at the factory or another location it chooses, before deciding a claim. The owner and dealer must not discard, alter, repair, or return any part involved in a claim unless Quality Cargo instructs them in writing. Failing to preserve evidence may result in denial of the claim.

Before approving off-site work, Quality Cargo may require a written diagnosis, an itemized estimate, photographs, proposed parts and labor hours, and the facility's labor rate. Quality Cargo may set a reasonable labor time, labor rate, parts allowance, or maximum reimbursement.

Reimbursement requires an approved claim, written authorization, a final itemized invoice, proof of payment if requested, and completion photographs. Quality Cargo does not pay for unauthorized work, markups, overtime, storage, diagnostics, unrelated repairs, taxes, fees, or freight unless it agreed to them in writing.

15. Limitation of Remedies

To the extent permitted by applicable law, the remedies in Section 6 are the purchaser's sole and exclusive remedies under this Limited Warranty. Quality Cargo is not obligated to replace the entire trailer or refund the purchase price unless the law requires it or Quality Cargo agrees in writing.

If an authorized repair does not correct a covered defect, the owner must notify Quality Cargo in writing and give it a reasonable opportunity to inspect the trailer and provide another remedy before pursuing any other relief.

16. No Incidental or Consequential Damages

To the extent permitted by applicable law, Quality Cargo is not liable for incidental, indirect, special, punitive, or consequential damages of any kind, whether claimed in contract, warranty, tort (including negligence or strict liability), or otherwise. This includes loss of use, time, inconvenience, revenue, profit, or business; rental or

substitute equipment; lodging, travel, towing, transportation, or storage; and damage to cargo or other property.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

17. Implied Warranties

Any implied warranty of merchantability or fitness for a particular purpose is limited in duration to the length of the applicable express coverage period in this Limited Warranty: three (3) years for the Structure and ninety (90) days for all other covered items.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

18. No One May Change This Warranty

No dealer, salesperson, employee, distributor, repair facility, or agent may modify, extend, or add to this Limited Warranty or make any other warranty on Quality Cargo's behalf. A change is valid only in a written document signed by an authorized officer of Quality Cargo LLC. Advertising, websites, social media, sales conversations, quotes, and dealer materials do not change this Limited Warranty.

19. Changes to Products

Quality Cargo may change designs, materials, parts, specifications, and suppliers at any time without notice and without any obligation to make the same change to trailers already built or sold. A replacement part may look different while remaining functionally equivalent.

20. Safety Defects and Recalls

This Limited Warranty is separate from Quality Cargo's obligations under federal motor vehicle safety and recall laws. If a condition could cause a crash, injury, fire, loss of control, or separation of a component, stop using the trailer, move it only when safe, and contact Quality Cargo immediately: Warranty Specialist 833-791-1833 or Front Desk 833-933-1749.

A possible safety defect may also be reported to the National Highway Traffic Safety Administration (NHTSA) at 1-888-327-4236 (TTY 1-800-424-9153) or www.nhtsa.gov. NHTSA does not decide individual warranty claims.

21. Deadline to File a Lawsuit

Any legal action for breach of this Limited Warranty or any implied warranty must be filed **within one (1) year** after the claim arises, and in no event later than one (1) year after the applicable coverage period expires, to the extent permitted by applicable law. A claim arises on the date Quality Cargo issues a written denial or fails to complete an authorized repair within a reasonable time.

22. Governing Law, Venue, and Attorneys' Fees

This Limited Warranty is governed by the laws of the State of Georgia, without regard to its conflict-of-law rules. Any dispute arising from the interpretation or enforcement of this Limited Warranty must be filed in the state courts of Berrien County, Georgia, or the federal court with jurisdiction over Berrien County, Georgia. The parties consent to personal jurisdiction in those courts.

In addition to any other relief, the prevailing party in any legal proceeding is entitled to recover its reasonable attorneys' fees and costs from the non-prevailing party.

23. Your State Law Rights and Severability

This Limited Warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. If any provision is found unenforceable, it will be enforced to the maximum extent permitted, and the remaining provisions will remain in full effect.

24. Warnings

- **Before each use,** be sure the hitch ball on the tow vehicle matches the size marked on the trailer coupler.
- **Before each use,** be sure all safety chains and the breakaway system are secured and working.
- **Before each use,** be sure all lug nuts are tight to specification. Re-torque on the schedule in the owner's manual and after any wheel removal.
- **Before each use,** be sure all doors, ramp doors, and gates are closed and latched.
- Never exceed the GVWR or GAWR shown on the VIN label.

25. Warranty Registration — Required

The purchaser must register this Limited Warranty **within fifteen (15) days after delivery** in one of two ways:

1. Scan the QR code attached to the Manufacturer's Statement of Origin and complete the online registration, or
2. Mail the signed Purchaser Acknowledgment (originals only — no fax or email) to Quality Cargo LLC, 7977 Hwy 129 S, Nashville, GA 31639.

To the extent permitted by applicable law, if the trailer is not registered within 15 days, the express warranties in this Limited Warranty are void. Registration also lets Quality Cargo verify ownership and send safety and recall notices. Registering does not replace the owner's duty to keep the bill of sale and ownership records.

26. Purchaser Acknowledgment

RETURN THIS PAGE ONLY. Mail the signed original to Quality Cargo LLC, 7977 Hwy 129 S, Nashville, GA 31639 within 15 days of delivery, or register through the QR code on the MSO. No fax or email.

By signing below, or by registering through the QR code, the purchaser confirms receiving and reading this Quality Cargo Three-Year Limited Trailer Warranty before purchase, and agrees to follow its claim procedures. Signing does not waive any right that cannot lawfully be waived.

Purchaser name _____

Purchaser address _____

City, state, ZIP _____

Telephone _____

Email _____

Trailer model and size _____

VIN (all 17 characters) _____

Selling dealer _____

Purchase date _____

Delivery date _____

Primary use ☐ Personal ☐ Business ☐ Fleet ☐ Rental ☐ Other: _____

_____ _____

Purchaser signature Date

_____ _____

Dealer representative (print and sign) Date

QUALITY CARGO INTERNAL USE			
Registration no.		Received by	
Date received		Notes	