

WARRANTY CLAIM SUBMISSION & APPROVAL PROCEDURES

Revised January 4, 2021

THESE WARRANTY CLAIM SUBMISSION & APPROVAL PROCEDURES MUST BE STRICTLY COMPLIED WITH BY ALL DEALERS AND/OR RETAIL CUSTOMERS IN ORDER FOR ARISING INDUSTRIES, INC. ("ARISING") TO HONOR ANY WARRANTY CLAIMS. ANY DEALER OR RETAIL CUSTOMER MAKING A WARRANTY CLAIM MUST HAVE REGISTERED THE TRAILER WITHIN THIRTY (30) DAYS OF THE ORIGINAL PURCHASE DATE VIA FAX AT **912-375-6099** OR EMAIL AT **INFO@ARISINGINDUSTRIES.COM**. FOR THE PURPOSES OF THESE PROCEDURES, ARISING'S LIMITED WARRANTY IS INCORPORATED BY REFERENCE AS IF FULLY RESTATED HEREIN.

SUBMISSION. *All warranty claims shall be submitted as follows:*

- All claims, whenever possible and feasible, shall be submitted to *Arising* by and through the Authorized Dealer ("Dealer") who sold the trailer to the first retail purchaser ("Customer").
- Dealer/Customer must fill out and submit, via fax or email, the **Warranty Claim Form** ("WCF") that can be found online at **https://www.arisingindustries.com/warranty**. All the requested information on the WCF must be provided in order for your claim to be processed. The WCF will request relevant information such as the contact person's name and telephone number, invoice no., trailer VIN, and a detailed description of the warranty issue. Photographic documentation of the warranty issue MUST accompany every WCF to be deemed complete. If the WCF is not fully completed (including photos), *Arising* will not begin the warranty process, which will cause delay or cause your claim to be automatically rejected.
- **Dealers:** All claims must originate with and be submitted to *Arising's* **INSIDE SALES REPRESENTATIVE** ("ISR") that handles your account.
- Within 48 hours of submitting the WCF, *Arising's* ISR will contact Dealer/Customer via telephone call or email using the contact information submitted on the WCF. Due to the high volume of daily business calls, if *Arising's* ISR does not contact you within this time frame, you can either call *Arising* directly via telephone at **(912) 375-6044** or email at **info@arisingindustries.com**. Please note that *Arising's* ISR may request additional information for identity purposes as well as to verify that your claim has been properly submitted.

APPROVAL. *All warranty claims shall be approved as follows:*

- Once the WCF is received, *Arising's* ISR will provide Dealer/Customer with a **Warranty Claim Number**. At this point, the warranty determination process begins, and the duties / obligations of *Arising's* standard Limited Warranty kick in.
- If warranty work is required and is to be performed by Dealer/Customer, it must be authorized by *Arising*. Warranty work is only authorized if it has (1) a coinciding WCF and Warranty Claim Number, and (2) a pre-approved, agreed-upon repair, replace, and/or credit rate. Any warranty work performed by Dealer/Customer without (1) and (2) above shall be deemed unauthorized and will automatically be rejected by *Arising*.
- If warranty work is required and is to be performed by *Arising* at one of its manufacturing facilities, upon receiving the trailer and the completed WCF Form, *Arising* shall inspect the returned product and confirm – in its sole discretion – whether there is a warrantable manufacturing defect, and if Dealer/Customer strictly complied with these Warranty Claims Submission Procedures.
- The failure of *Arising* to insist upon strict adherence to any term of these Warranty Claim Submission & Approval Procedures on any occasion shall not be considered a waiver of *Arising's* rights or deprive *Arising* the right to insist upon strict adherence to that term or any other part of these procedures.