

# HORIZON TRAILERS LIMITED WARRANTY POLICY

Created On May 1st, 2023; This warranty policy is active for each unit purchased after this date and with applicable parties following proper procedures.



Horizon Trailers guarantees that our product will be free from defects, in materials and workmanship, in the capacities and during the time periods listed below, provided it is operated under ***“Normal Use and Service”***.

The guaranteed unit must be operated, by the original purchaser, in a manner approved by Horizon Trailers, with loads not exceeding rated capacities, etc., and subject to the terms and conditions of this limited warranty.

***“Warranty Start Date”*** is defined as the day that is 6 months from the ***“Order Ship Date”***, or the date of end user purchase, whichever comes first.

***“Normal Use and Service”*** is defined, in part, in the units’ official Owner’s Manual, as well as in generally accepted, proper, and educated usage that is generally accepted by the trailer industry and its peers.

***“Order Ship Date”*** is defined as the day in which the purchased unit was shipped, to the dealer, from Horizon-Trailers’ Factory.

*This limited warranty is your exclusive remedy and applies only to products that are new.*

**3  
YEAR**

## **STRUCTURAL WARRANTY**

Horizon Trailers guarantees that the units’ frame and structure are free from defects in materials and workmanship, under “Normal Use and Service”, for a period of three years after the “Warranty Start Date”. This 3-year limited warranty covers only the structure and is limited to the main frame, frame rails, and crossmembers. See “Exclusions” for exceptions.

**1  
YEAR**

## **COMPONENT WARRANTY**

Horizon Trailers guarantees that the units’ parts and components are free from defects, under “Normal Use and Service”, for a period of one year from the “Warranty Start Date”. This limited warranty includes all attached and integrated third-party components and parts. See “Exclusions” for exceptions.

**1  
YEAR**

## **PAINT WARRANTY**

Horizon Trailers guarantees that the units paint is free from defects, under “Normal Use and Service”, for a period of 1 year from the “Warranty Start Date”. If there are defects in the paint, or in the manner in which the paint was applied to the body due to defective materials, Horizon Trailers will assume responsibility for such defects and take action to repair the damage. Damage repair processes will be at the discretion of Horizons Warranty department.



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## POWDER COATING WARRANTY SCOPE

Commencing from the date of your original purchase, we stand behind our powder coating with a comprehensive one-year warranty. Our commitment to you includes addressing local repairs, achieving a perfect blend, and resolving any issues with thin paint application. Please be aware, our warranty does not extend to damages such as abrasion marks, corrosive salt impacts, chemical-related deterioration, or impairments caused by shipping constraints.

## EXCLUSIONS

1. Any failure or damage due to, or related to, negligence, accident, abuse, misapplication, or misuse of the unit will invalidate any and all warranties.
2. Incorrect use of loading, unloading, hauling, or general unapproved use of the unit, including but not limited to, exceeding the stated load capacity of the unit shall void any and all warranties.
3. Any modification, alteration, or repair of any unit manufactured by Horizon Trailers, done without prior knowledge and written consent from Horizons Warranty department, shall void any and all warranties.
4. **For models EZ7 and LZ7, the STRUCTURAL WARRANTY is limited to 1 year from the date of purchase.**

## UNFORESEEABLE EVENTS CLAUSE & CONSUMER RESPONSIBILITY

The warranty provided by Horizon Trailers covers only damages and defects that fall within the guidelines set forth in this policy. Any damage or expenses caused by events beyond the company's control, such as unforeseeable events (including but not limited to natural disasters, accidents, acts of vandalism, and others), will not be covered by this warranty. In such cases, the consumer will be responsible for covering the costs arising from such damages.

Additionally, the consumer is informed that Horizon Trailers does not offer an extended warranty beyond the terms and conditions specified in this warranty policy.

## LIMITATIONS

1. The sole liability under this limited warranty shall be to repair and/or replace damaged parts at an authorized Horizon Trailers dealer, Horizon Trailers factory, or other location that is pre-authorized by Horizon Trailers to perform such work, prior to performing any work.
2. The unit owner shall be responsible for any costs of transporting the unit to and/or from a Horizon Trailers dealer, Horizon Trailers factory, or other authorized repair facility. Horizon Trailers will not be responsible for any transportation costs incurred after the "Order Ship Date".
3. All other obligations or liabilities, including incidental or consequential damages, or contingent liabilities arising from the failure of any party to function properly, are excluded from this warranty policy. Damages resulting from inconvenience, loss of use, loss of time, business loss or any other type of general or specific damages, foreseen or unforeseen, unless applicable state law provides otherwise, are also excluded.
4. No one, including an approved Horizon Trailers dealer, is authorized to offer additional warranties on behalf of Horizon Trailers.
5. Horizon Trailers reserves the right to forgo payment of unreasonable costs for the replacement or repair of any defect and may instead provide partial reasonable reimbursement for any authorized work performed.





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## HORIZON TRAILERS WARRANTY PROCEDURE

To ensure the quickest and most efficient service, please adhere to the steps outlined below for the Horizon Trailers warranty process, incorporating key requirements and timelines:

### Pre-Sale Claims

For trailers not yet sold, dealers are required to file a warranty claim on our website [www.horizontrailers.com/warranty](http://www.horizontrailers.com/warranty). This claim must include a detailed description of the issue, accompanied by detailed pictures and videos if possible.

### Post-Sale Claims and Dealer Involvement

1. **Initial Problem Detection:** Within fifteen days of detecting an issue with your unit, please complete a warranty claim through the official channel [www.horizontrailers.com/warranty](http://www.horizontrailers.com/warranty) and contact the Horizon Trailers dealer where the unit was purchased to schedule an inspection, keep in hand proof of purchase.
2. **After Inspection by the Dealer:** If the problem cannot be repaired free of charge, a warranty claim must be submitted to the Horizon Trailers Warranty department by the dealer within ten (10) days of the problem's discovery. The claim should be sent via email [warranty@horizontrailers.com](mailto:warranty@horizontrailers.com) or by phone at 915-315-9424. The claim must include the unit VIN, a detailed description of the problem, proof of purchase, and pictures and videos if possible.
3. **Initial Response:** After receiving the warranty claim, Horizon Trailers Warranty will respond within 24 business hours from Monday to Friday with an email containing a case number, and a follow-up phone call may occur. More information may be requested at this point.
4. **Approval Before Repairs:** Approval of the warranty claim remedy is required before any work on the unit is performed. Working on the unit prior to approval may result in partial or no coverage, at Horizon Trailers' discretion.

1. **Warranty Policy Compliance:** All decisions related to the warranty will be made in accordance with the Horizon Trailers Limited Warranty Policy. Warranty payments will be issued upon receipt of all necessary information/items, including but not limited to, proof of work performed, claim approval number, and proof, via proper testing, of any damaged/defective parts.
- **Contact Information:** Should you have any questions or concerns, please contact our warranty department at [warranty@horizontrailers.com](mailto:warranty@horizontrailers.com) or by phone at 915-315-9424.
- **Importance of Official Filing:** Failure to file a warranty claim through the official channel at [www.horizontrailers.com/warranty](http://www.horizontrailers.com/warranty) within the specified time frames may result in slower resolution of the claim or denial of coverage.

This procedure is designed to ensure your warranty claim is processed promptly and efficiently, adhering to all necessary steps and timelines for a resolution.