



Warranty Policy and Procedures Lids & Parts

The following Warranty Policy and Procedure is the only warranty made by PRT. PRT DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

1.0 Warranty Policy

1.1 Customer's sole and exclusive remedy under this warranty shall be limited to repair or replacement, at PRT's discretion, of the defective part.

1.2 The term "customer" as used in this Warranty Policy and Procedure refers to the original purchaser of the product from PRT or from any authorized OEM reseller. This warranty extends only to customer. This warranty may not be assigned without PRT's prior written consent.

1.3 PRT shall not be liable for labor or any other cost arising out of the repair or replacement of any part covered by warranty other than what is listed in Appendix A.

1.4 This warranty shall not apply to any part that has been subject to abuse, misuse, misapplication, negligence, alteration, mishandling, improper installation, improper service, improper maintenance, accident, operation beyond its design capabilities, or parts not approved by PRT.

1.5 PRT will not be liable for any costs arising out of the replacement of any such parts, including labor, transportation, shop supplies, or costs incurred due to an inaccurate or incorrect order by customer.

2.0 Warranty Procedure

2.1 Use only genuine PRT replacement parts or their authorized equivalent. Use of other parts will void this warranty

2.2 Customer must present any claim under this warranty to PRT to begin the Warranty process. This can be an email sent to cs@prtparts.com or by calling PRT at 888-999-5278.

2.3 Customer must notify PRT of discovery of any claimed defect. Such notice must include the serial number (if available), model (if available), and location of the part in question, along with a detailed description of the problem (pictures/videos may be required) An invoice or PO number will also be acceptable to locate the original Sales Order.

2.4 As a first step in the process, PRT technical support may assist the dealer and/or the customer in troubleshooting over the phone to diagnose the problem. If the problem cannot be resolved, and the problem appears to be covered by this warranty, PRT will provide a Warranty Authorization Number. This number will be used for reference and invoicing. Please provide the Warranty Authorization Number for all subsequent contact with PRT regarding the warranty issue.

2.5 At PRT's discretion, the customer may be required to return an allegedly defective part to PRT or to a PRT vendor. In this case, where the part is required to be returned, PRT will provide a pre-paid shipping label or return BOL. The defective part must be received by PRT or its vendor within thirty (30) business days after the request. If the part is required to be returned, a replacement part will be sent to the customer prior to receiving the warranty part.



If a replacement part is not received within (30) business days, customer/authorized dealer will be responsible for replacement part and invoiced/charged based on terms. If a replacement part is needed, one can be shipped on a new PO. Once the allegedly defective part is received, it will be inspected for quality. If the part is then deemed by PRT or its vendor to be defective, the customer will receive any further credit, reimbursement, or allowance due under the terms of this warranty. To the extent PRT agrees to reimburse any labor per the Flat Rate Schedule, such reimbursement will also be issued at this time. No credit, reimbursement, or allowance will be issued for returned parts that PRT, in its discretion, determines not to be defective. In that event, customer will be obligated to pay for the replacement part and will be solely responsible for any labor.

2.6 All warranty parts are shipped using standard ground services. If the customer wishes to have the part shipped, or wishes to ship a defective part pursuant to paragraph 3.4, by a faster method, the customer will be responsible for all freight charges.

2.7 To the extent PRT agrees to reimburse any labor, the customer must provide to PRT's Service Department an itemized invoice or work order of all work performed within thirty (30) days of completion of the work. PRT will then in turn process the invoice for payment, as credit applied to the customer account, or ask for more information within thirty (30) days. The invoice or work order is REQUIRED to include the serial number (if available) and/or model number (if available) of the part, the warranty authorization number, a labor hour breakdown, mileage used to inspect and fix warranted replacement part, a description of the work performed, and the location of the part, including end user name, city, and state.

2.8 PRT recognizes that, from time to time, and for a variety of reasons, an invoice originally submitted within thirty (30) days of completion of the work may need to be re-submitted to PRT. Any invoice, however, that is resubmitted or otherwise still outstanding ninety (90) days or more after completion of the work will be denied.

2.9 Customer agrees to allow a reasonable time for repair or replacement of any part covered by this warranty.

FAILURE TO COMPLY WITH ALL OF THE PROCEDURES ABOVE WILL VOID ANY AND ALL WARRANTY CLAIMS

3.0 Additional Provisions Applicable to PRT Warranty

3.1 Waiver by PRT of any breach of these provisions shall not be construed as a waiver of any other breach.

3.2 PRT and customer expressly agree that any action for PRT's breach of these provisions must be commenced within one (1) year of the date of the alleged breach.

3.3 The provisions of this warranty, together with the appendices attached to this warranty, shall constitute the entire warranty agreement between PRT and customer.

3.4 If any provision herein shall be held invalid, illegal, or unenforceable, the validity, legality, and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

Appendix A

Product Category	Warranty Time Period	Details	Tracking	Warranty Reimbursement
"S" Series Lids	10 years	Free of defects	All stamped with date code of manufacture.	Parts Replacement
PreFab Bottoms	Upon delivery	To Spec & free of defects upon delivery		Parts Replacement. Labor upon review.
Ready Bottom Kits	Upon delivery	To Spec & free of defects upon delivery		Parts Replacement. Labor upon review.
Compactor Parts	2 years	All parts including power units & cylinders	Power units have serial #. Cylinders are date stamped. Power unit registration is required.	Parts Replacement & Labor (see Power Unit Warranty document)
Container Parts	1 year	Includes "D" wheels & castors	Wheel is date stamped	Part replacement
Roll Off Parts	1 year	Includes "D" wheels & castors	Wheel is date stamped	Part Replacement
Truck Parts	2 years	Free of manufacturer defects. Tarp is NOT included.	Cylinders are date stamped. Tarp systems have serial # and registration is required.	Parts Replacement. Labor upon review.
Non-Standard Parts	30 days	From Manufacturer Defects		Not returnable

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