

## **Warranty & Refund Policy – Best Trailers**

Best Trailers LTD offers a 5-Year Structural Frame Warranty and 1-Year Components Warranty on all trailers sold.

The warranty period is valid from the date of the original purchase and is subject to Best Trailers LTD's warranty terms and conditions. Additional warranty details can be found in the trailer product description.

### **Warranty Terms & Conditions:**

Best Trailers Limited Warranty covers all products sold against defective workmanship or materials used under normal use for the period specified. If a fault or defect arises in the product within the warranty period, the product is to be returned to Best Trailers LTD.

Best Trailers LTD will not be held responsible for shipping and transportation expenses to or from their premises. Proof of purchase is required and warranties are not transferrable.

### **Warranty Process**

Our standard warranty process is as follows. All warranty claims are treated on a case by case basis and we do our best to resolve issues efficiently.

1. Contact Best Trailers LTD for warranty authorisation and provide all relevant information including photos and proof of purchase.
2. If the products are deemed to be faulty or defective due to defective workmanship or materials, Best Trailers LTD at their discretion will either:
  - a. Repair the product using new or re-furbished parts of an equivalent standard
  - b. Exchange the product with a product of similar condition, performance and reliability of the original

### **The Warranty does not cover products where:**

- Damage has been caused due to misuse or abuse of the product, accident, external influences
- Improper maintenance
- Repairs required due to normal wear and tear
- The person or persons submitting the warranty claim are not the original purchaser
- Repairs or alterations have been made or attempted by others.

**Freight damage/Missing Parts**

Freight damage or missing parts must be reported to us within 24 hours of delivery.

**Exchange or Refund Policy**

Best Trailers LTD offers a 7-day refund on all trailers, providing the product is returned in its original condition and has not been used or damaged in any way. Best Trailers LTD will not be held responsible for shipping and transportation expenses to or from their premises. Any goods returned damaged or used, will not be accepted for refund or exchange.

Refunds are normally processed within seven (7) working days. Refunds will be paid by bank transfer to your nominated account.

If your trailer is faulty, this policy does not apply, instead, you will be eligible for a remedy under the warranty policy as detailed above.

**More Information**

If you have an issue relating to your order, please contact Best Trailers LTD to provide your order number and all relevant details.