

# WARRANTY CLAIMS PROCEDURE

In The Ditch Towing Products prides itself on the integrity and quality of its products. Therefore, all products have a 1-year Limited Warranty. Please read the Limitation on Warranty for explanation of warranty claims. After reading the Limited Warranty, if you feel that the product damage is within the parameters of a warranty claim please complete the following steps.

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**1**

Contact the authorized In The Ditch Towing Products dealer that the damaged product was purchased through. Provide the dealer with a copy of the original invoice, the completed warranty claim questionnaire and photos or digital images of the damaged product. Please be as thorough as possible when explaining the damaged area on the product.

**2**

The authorized In The Ditch Towing Products dealer contacts In The Ditch Towing Products and provides the information the end-user has provided, including a copy of the original invoice, the completed warranty claim questionnaire and photos or digital images of the defective product.

**3**

After In The Ditch Towing Products has been notified of the warranty claim the information is evaluated for a period of up to 5 business days. In The Ditch Towing Products will then notify the authorized dealer of procedures to repair or replace the damaged product. If In The Ditch Towing Products determines that product needs to be replaced or returned to the headquarters, appropriate actions will be taken to return the product.

**4**

In the event estimates or quotes are needed for any repair items, we will require 3 independent Quotes/estimates for repairs. When requesting quotes or estimates please note these are not insurance claims and should not be quoted as such through the repair facility. Any additional documentation requested must be submitted within 30 days of request. If documentation is not received within 30 days we will consider claim closed and we will no longer assume liability on this claim.

***In The Ditch***<sup>TM</sup>  
TOWING PRODUCTS

**In The Ditch Towing Products**

**SALES@INTHEDITCH.COM**

**3190 INDUSTRIAL WAY**

**MOUNTAIN HOME, ID 83647**

**1-888-993-4824 | HOURS: M-F 8 A.M. - 5 P.M.**

# LIMITATION ON WARRANTY

In The Ditch Towing Products (ITD) warrants to the original purchaser that each new ITD manufactured good will be free from defects in material and workmanship for a period of twelve (12) months from date placed in service. The purchaser must promptly notify ITD in writing of any failure in material or workmanship. In no event shall ITD accept such notification later than twelve (12) months from date placed in service.

ITD obligation under this warranty, statutory or otherwise, is limited to the repair or replacement at the ITD factory, or at a point designated by ITD, of such part or parts as shall appear upon inspection by ITD to be defective in material or workmanship. This warranty is not transferable. This warranty does not obligate ITD to bear the cost of labor or transportation charges in connection with the repair or replacement of any parts found to be defective, nor shall it apply to a product upon which repairs or alterations have been made unless authorized by ITD.

Except as expressly set forth in this warranty, ITD makes no other warranty, expressed or implied, and hereby disclaims all other warranties including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. ITD shall in no event be liable for claimed downtime, claimed loss of profits or good will, or any other special, incidental, indirect, or consequential damages concerning or relating to any product or parts, whether based on negligence, strict liability, breach of contract, breach of warranty, misrepresentation, or any other legal theory, regardless of whether the loss resulted from any general or particular requirement which ITD knew or had reason to know about at the time of sale.

ITD makes no warranty, express or implied, as to the finished products manufactured or supplied by another manufacturer and supplied by ITD to purchaser, including, but not limited to, any vehicle to which an ITD product may be affixed or any accessories, and ITD expressly disclaims any implied warranties of merchantability and fitness for a particular purpose as to such equipment or products. This language shall in no way affect or diminish the rights of the purchaser to rely on such warranties as are extended by such manufacturers or suppliers. ITD shall, to the extent permitted under applicable law, pass on to the purchaser such manufacturer's or seller's warranty.

The customer must obtain and present a written authorization number from ITD prior to any work beginning, and the customer agrees to bear all costs. Please Note: Merchandise covered by a manufacturer's warranty must be sent directly to the manufacturer for replacement or repair. ITD, whose policy is one of continuous improvement, reserves the right to improve its products through changes in design or materials as it may deem desirable without being obligated to incorporate such changes in products previously sold.

This warranty is not intended to cover or include the following items, which are set forth by way of example and not limitation: normal deterioration of trim, paint, lettering, appearance of items due to wear or exposure to weather, road conditions, road treatments, etc.; any damage or defect due to accident, misuse, abuse, operation exceeding rated loads, improper or unauthorized repairs, failure to provide reasonable and necessary maintenance, or uses of which the equipment was not designed or intended; alterations or modifications that affect performance, operations, or reliability.

It is expressly understood that ITD makes no implied warranty that ITD manufactured goods shall be fit for the purpose of lifting or moving people or for any other improper use. Field modification of this unit without the advice and consent of our Engineering Department will void all warranties and any guarantees pertaining to both purchased components used in the manufacture of this unit, as well as structurally fabricated parts supplied by us. Use of other than factory or factory authorized parts will render the warranty void.

# WARRANTY CLAIM FORM

Date: \_\_\_\_\_

This Warranty Claim form must be filled out in it's entirety and faxed to In The Ditch Towing Products accompanied by the following in order to be processed.

- Copy of Original Invoice

- Digital or Printed Images of Product being submitted

In The Ditch Towing Products will pay a labor rate of \$50 per hour (an hour limit is pre-determined per job and will be dictated at time of warr anty.)

In The Ditch Towing Products will cover freight costs for UPS ground ONLY. Any increase in freight class will be paid for by the customer.

Please allow 2-3 business days for processing of all warranty claims.

Distributor / Customer: \_\_\_\_\_ Phone No.: \_\_\_\_\_

Invoice Number: \_\_\_\_\_ Purchase Date: \_\_\_\_\_ Date Sold to Customer: \_\_\_\_\_

End User Name: \_\_\_\_\_ End User Name: \_\_\_\_\_

Ship To Address: \_\_\_\_\_

Item Name: \_\_\_\_\_

Part No. / Model: \_\_\_\_\_ Serial #: \_\_\_\_\_

Description of Claim: \_\_\_\_\_

Desired Resolution to Claim: \_\_\_\_\_

Customer Actions Taken: \_\_\_\_\_

Repair Date: \_\_\_\_\_ Labor Hours: \_\_\_\_\_ Cost Incurred: \_\_\_\_\_

## THIS SPACE FOR IN THE DITCH TOWING PRODUCTS USE ONLY

Distributor / Customer: \_\_\_\_\_ Claim #: \_\_\_\_\_ Phone No.: \_\_\_\_\_

Actions Taken: \_\_\_\_\_

RGA#: \_\_\_\_\_

Status of Warranty: \_\_\_\_\_



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# Speed™ Dolly Warranty Claim Questionnaire

Please fill out this form and return with warranty claim package if warranty claim is on a Speed™ Dolly or any Speed™ Dolly components.

## ***Vehicle Questions:***

1. What is the make, model and approximate year of vehicle being towed?
2. Did you load the front or rear of the vehicle onto the dolly?"
3. If front, did the vehicle have a gas or diesel engine?
4. If rear, was there anything in the trunk or bed? If so, what was it?

## ***Loading Questions:***

1. Did you use the ratchet straps?
2. Was the vehicle in neutral?

## ***Towing Questions:***

1. How fast were you towing?
2. How far did you tow the vehicle?
3. Were you towing on the freeway or a normal roadway?
4. What was the condition of the road?

## ***Warranty Questions:***

1. Is the breakover bar deformed? (roll it on a flat surface to verify)
2. Was there any other damage to the set?

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