



[www.superdumps.com](http://www.superdumps.com)

13617 Ralph Culver  
Houston, TX 77086  
281-847-9304  
281-448-9315 Fax

## **WARRANTY POLICY & PROCEDURE**

All warranty parts will be sent to the end-user under normal terms and condition of sale. All freight will be based on UPS Ground or LTL normal schedules. Any next day or priority freight will be at the expense of the customer.

Warranty parts and claim forms must be returned to Houston within 30 days, where a determination will be made as to the warranty status. (Claim forms are online). Items not returned within 30 days will be treated as a purchase and charged accordingly. Items are to be returned by UPS ground or LTL freight.

Parts damaged due to misuse or negligence will not be covered. It is extremely important to see that additional damage is not done to parts during or after removal. For example, when removing a lift cylinder, it is essential that the chrome remain undamaged. Damaged chrome is not a warranty item.

# **STRONG INDUSTRIES, INC.**

## **LIMITED WARRANTY**

Strong warrants, commencing with the date of shipment to first end-user and for a period of twelve (12) months or seventy-five thousand (75,000) miles (whichever comes first), against operational failure caused by defective materials or workmanship which occur during proper and normal use. If, within such warranty period, said machinery or parts shall be proved to Strong's satisfaction to be defective, it shall be repaired or replaced, at Strong's option, and shipping will be based on UPS ground or LTL schedules. Strong's obligation hereunder shall include labor charges for removing or replacing defective machinery or parts. The time and labor charges allotted for repairs will be dictated by Strong in accordance with Strong's Labor Guide. No warranty shall apply to machinery, parts or accessories which have been furnished, repaired or altered by others so as, in Strong's judgment, to affect the same adversely or which shall have been subject to negligence, accident or improper care, installation, maintenance storage or other than normal use or service, during or after shipment. With respect to machinery, parts or accessories to Strong's products which are furnished, but not manufactured by Strong, Strong's warranty obligation shall in all respects conform and be limited to the warranty extended to Strong by its supplier or, if none, for a six (6) month period.

Strong further warrants that all services performed by it, including but not limited to written advisory services and services relating to installation or repair of machinery and parts thereof, will be performed in a good and workmanlike manner. Strong's obligation and liability with respect to such warranty shall be limited to the amount received by it on account of such services or the amount reasonably allocatable thereto.

**THE FOREGOING WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED EXCEPT OF TITLE INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY: AND STRONG SHALL NOT BE SUBJECT TO ANY OTHER OBLIGATIONS OR LIABILITIES WHATSOEVER WITH RESPECT TO MACHINERY, PARTS, ACCESSORIES OR SERVICES MANUFACTURED OR FURNISHED BY IT OR ANY UNDERTAKINGS, ACTS OR OMISSIONS RELATING THERETO. UNDER NO CIRCUMSTANCES SHALL STRONG BE LIABLE FOR ANY CONSEQUENTIAL OR OTHER DAMAGES, EXPENSES, LOSSES OR DELAYS HOWSOEVER CAUSED. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. THIS WARRANTY IS NON-TRANSFERABLE.**

Any controversy, claim or dispute between or among the parties arising from or relating to this warranty that cannot be resolved by the parties involved will be settled by mediation and arbitration and will be administered by the American Arbitration Association in Harris County, Texas. Any legal disputes will be governed exclusively by the laws of the State of Texas, Harris County.

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## WARRANTY CLAIM FORM - STRONG INDUSTRIES, INC. 381 -

13617 Ralph Culver Houston, Tx 77086 ~~214~~-847-9304 Fax: 448-9315

Dealer	Customer	S/N # of Axle	In Service Date	Date Of Repair
STATE PROBLEM:				
WORK PERFORMED:				
List Parts Used:			Labor:	
To Be Filled Out by Strong Industries ONLY				
Part Returned:		Form Returned:		
Date Returned:		Date Returned:		
Part Checked By:				
Date Checked:				
Status:	Pay	RGA #		