



Warranty Claim Form

Carolina Custom Products
6424 Wilkesboro Hwy
Union Grove, NC 28689

Email: warranty@carolinacustomproducts.com
Phone: (704) 592-5454
Fax: (704) 592-5052

All sections must be filled out entirely or your claim cannot be processed. If you have any questions regarding this form, please email customer service at warranty@carolinacustomproducts.com. Thank you for your cooperation.

Customer Information

First Name: _____ Company Name: _____
(If Applicable)
Last Name: _____ Phone Number: _____
Email: _____
Address: _____
City: _____ State: _____ Zip: _____

Vehicle Information

Make: _____ Model: _____
Year: _____ VIN #: _____
Dealership of Purchase: _____
Truck Bed Serial Number: _____
(Can be located on truck bed, typically on headache rack)
Bed Model Purchased: _____
Date Purchased: _____
Was Registration Card Returned to us within 45 days of Purchase? (Y/N) _____

Claim Information

Explain in detail the product issues: _____

Please email corresponding photos or videos to show the issues you are experiencing to Warranty@carolinacustomproducts.com. We cannot process your claim without reference images.

By Signing, I agree this claim complies with the terms and conditions of Carolina Custom Products, Inc. warranty policy. The equipment was not neglected, abused, or improperly maintained.

Customer Signature: _____ Date: _____

Copy of Warranty is attached to this form.

Carolina Custom Products, Inc. Limited Warranty

Your Carolina Custom Products truck bed is warranted to the original purchaser to be free from material and manufacturing defects under normal use for a period of one year following the original purchase, subject to the requirements, exclusions and the limitations provided herein. The sole responsibility of Carolina Custom Products, Inc. shall be to repair and/or replace parts at the Carolina Custom Products, Inc. manufacturing facility. Only with prior written consent and approval from Carolina Custom Products, Inc. can an allowance be made for off-site repair.

This warranty does not cover any part or parts which have been damaged as a result of an accident, misuse, abuse or have been repaired, altered or modified in any way by anyone other than Carolina Custom Products, Inc.

This warranty is non-transferable. No person is authorized to modify or add to this warranty.

Exclusions and Limitations

This warranty shall not extend to:

1. Equipment that has been repaired modified or in any way altered by someone other than Carolina Custom Products, Inc. or without direct written consent by Carolina Custom Products, Inc.
2. Any component that did not have a warranty registration card returned to Carolina Custom Products Inc. within 45 days.
3. Damage to powder-coat due to exposure or misuse such as scratches, chipping or road elements such as salt, or chemicals.
4. Damage due to accident, misuse or abuse of the truck bed.
5. Damage caused by improper mounting or overloading.
6. Components that are not properly maintained.
7. Secondary truck bed owners.
8. Parts not supplied by Carolina Custom Products, Inc.

Warranty Claim Procedures

In order to make a warranty claim:

You must notify, in writing, Carolina Custom Products, Inc. within the warranty period of any defect and provide photographic proof of defect. The notification should include serial number and model number, a detailed explanation of the alleged defect and any other information requested by Carolina Custom Products, Inc. Carolina Custom Products, Inc. will acknowledge such receipt of claim in writing to claimant. All repairs made to truck bed must first be authorized by Carolina Custom Products, Inc. in writing. If, after review of claim, Carolina Custom Products, Inc. determines there is a material or manufacturing defect as claimed, Carolina Custom Products, Inc. shall have the option of repairing or replacing the truck bed or any component therein. All parts must be returned to Carolina Custom Products, Inc. within 30 days from date of warranty approval to qualify for replacement. Only with prior written consent and approval from Carolina Custom Products, Inc. can an allowance be made for off-site repair.

Carolina Custom Products, Inc. will not reimburse any claimant for any adjustment or repair without prior written approval by Carolina Custom Products, Inc.

You may mail or email warranty claims to:

Carolina Custom Products, Inc.
Attention: Warranty
6424 Wilkesboro Hwy.
Union Grove, NC 28689
warranty@carolinacustomproducts.com

Disclaimers

Carolina Custom Products, Inc. warrants its products only as stated in this warranty. Carolina Custom Products, Inc. makes no other warranties, expressed or implied, and disclaims all other warranties. Carolina Custom Products, Inc. obligations are limited as expressed in this Warranty and shall not be liable to any purchaser or third party for any damage direct, indirect or incidental. If this product is installed improperly, modified, damaged, or misused this Warranty is null and void. No person is authorized to modify or add to this Warranty.

Governing Law

This Warranty gives you specific legal rights, and you also may have other rights which vary from state to state. This Warranty is governed by the laws of the State of North Carolina, without regard to rules pertaining to conflicts of law. The state courts located in Iredell County, North Carolina shall have exclusive jurisdiction for any disputes relating to this Warranty.