

Carolina Custom Products Inc. Three Year Limited Warranty

Product Warranty - Three Years or 36,000 Miles, Whichever Occurs First

Carolina Custom Products Inc. guarantees our bodies will not “rust-through” and be free from defects in material and/or workmanship for a period of three years or 36,000 miles, whichever occurs first.

Warranty Coverage Duration and Limitation

The warranty period begins on the date of purchase by the end-user, or one year from the date the product is shipped from Carolina Custom Products Inc., whichever occurs first. This warranty is valid for product shipped from Carolina Custom Products Inc. after January 1, 2022 and remains mounted upon the chassis it was originally installed, as solely determined by Carolina Custom Products Inc. Carolina Custom Products Inc. will repair or replace the defective product and reserves the sole right to inspect product claimed for warranty and determine the best course of action to remedy the warranty claim. Only with prior written consent and approval from Carolina Custom Products, Inc. can an allowance be made for off-site repair.

Exclusions from Warranty

1. Product not installed by Carolina Custom Products Inc. or an authorized distributor or agent.
2. All accessions (additions, add-on attachments, etc.) to the product not manufactured by Carolina Custom Products Inc.
3. All product repairs, modifications and alterations performed without written authorization of Carolina Custom Products Inc.
4. Products exhibiting damages or fatigue fractures due to accident, misuse, abuse, neglect, overloading, improper installation, severe off-road applications, or twisting loads induced by cranes or aerial devices.
5. Products not maintained per operator’s manual.
6. Products sold by Carolina Custom Products Inc. but not manufactured by Carolina Custom Products Inc. (i.e. latches, cranes, aerial lifts, lift gates, generators, compressors, pumps, hydraulic or pneumatic reservoirs etc.) Note: These products are covered exclusively by the product manufacturer’s warranty in effect at the time of delivery, if any.
7. Paint, decals, or any finish (collectively “finish”) not applied by Carolina Custom Products Inc.. Finish deterioration caused by chemical reactions including, but not limited to, acid rain, industrial fallout or improper cleaning materials. Provided, however, that as limited above, Carolina Custom Products Inc. warrants the product finish applied by Carolina Custom Products Inc. for one year from the beginning of the warranty period.
8. “Rust-through” of products for which the finish was not applied by Carolina Custom Products Inc. or an authorized agent, or where the product was used to transport corrosive materials. Note: “rust-through” is defined as corrosion that has created a hole through the metal.
9. Products purchased or used outside the U.S.A. and Canada.

CAROLINA CUSTOM PRODUCTS INC. HEREBY DISCLAIMS AND EXCLUDES ANY OTHER EXPRESS, IMPLIED, OR STATUTORY WARRANTIES, ARISING BY OPERATION OF LAW OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Limitations of Liability

UNDER NO CIRCUMSTANCES, WHETHER IN CONTRACT, TORT, OR OTHERWISE, SHALL CAROLINA CUSTOM PRODUCTS INC. OR ITS AFFILIATE OR SUBSIDIARY COMPANIES, OR THEIR RESPECTIVE DIRECTORS', OFFICERS', SHAREHOLDERS', EMPLOYEES', OR AGENTS' TOTAL LIABILITY ARISING IN CONNECTION WITH THE PRODUCT EXCEED THE AMOUNT OF THE PROCEEDS RECEIVED BY CAROLINA CUSTOM PRODUCTS INC PURSUANT TO ANY CONTRACT OF SALE OR PURCHASE ORDER. UNDER NO CIRCUMSTANCES, WHETHER IN CONTRACT, TORT, OR OTHERWISE, SHALL CAROLINA CUSTOM PRODUCTS INC. BE LIABLE FOR LIQUIDATED, SPECIAL, INDIRECT, INCIDENTAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES, EXPENSES, OR COSTS, INCLUDING, WITHOUT LIMITATION, LOST PROFITS, HOWSOEVER CAUSED AND EVEN IF THE POTENTIAL OF SUCH DAMAGES WAS DISCLOSED AND/OR KNOWN.

How to Apply for Warranty Coverage

All claims are handled by contacting your nearest Distributor or by contacting Carolina Custom Products Inc. Product Support at warranty@carolinacustomproducts.com or by visiting <https://www.carolinacustomproducts.com/warranty-claim> to submit a claim online.