



Limited Warranty

This Limited Warranty is issued by **FWM Inc. d/b/a Rugged Aluminum Trailers**, 11 Friars Drive, Hudson, NH 03051. It applies to **new** trailers sold and used in the **United States** and covers **Rugged Utility, Rugged Tilt, and Rugged Deckover aluminum trailers**.

1. Covered owner

This Limited Warranty covers only the original retail purchaser listed on the bill of sale. It is not transferable.

2. Warranty periods

Structural coverage, retail use. The aluminum trailer structure is warranted to be free from defects in materials and workmanship for **five (5) years** from the retail purchase date. "Structure" means **main frame rails, crossmembers, tongue or A-frame, structural welds, welded structural brackets, and the welded aluminum deck frame** on Utility, Deckover, and Tilt models.

Structural coverage, commercial use. For any business, rental, fleet, or other commercial use, structural coverage is **one (1) year** from the retail purchase date.

Workmanship on Rugged installation of non-structural systems. Rugged warrants the workmanship of Rugged's installation of non-structural components for **one (1) year** from retail purchase.

Third-party components. Axles, hubs, brakes, tires, wheels, hydraulic pumps and cylinders on Tilt models, jacks, couplers, lighting and wiring harnesses, and other supplier components are covered only by the written warranties of their respective manufacturers. Claims for those items must be made directly with the component manufacturer or its authorized service channel.

3. Proof of purchase

No registration is required. Keep your dated bill of sale. If proof of purchase is not available during a claim review, Rugged may use the trailer's date of manufacture to determine the warranty period.

4. How to obtain service

- Contact Rugged at **warranty@ruggedat.com** or **(603) 324-7402** with the VIN, photos, and a description of the issue.
- Obtain **written authorization** before any repair. Unauthorized repairs are not reimbursable. Rugged may request return of parts for inspection.
- At Rugged's option, Rugged will repair or replace the defective part, or supply parts to you or to a service facility approved by Rugged.
- **Transit damage.** Damage occurring in transit must be **noted on delivery documents and reported to the carrier and Rugged within 24 hours of receipt**. Transit damage is not a warranty claim.
- You are responsible for transportation, shipping, towing, travel, and similar costs.

5. What is not covered

This Limited Warranty does not cover:

- a. Normal maintenance and wear, including tires, bearings, brakes, brake linings, bulbs, wiring adjustments, decking lumber, coatings or finishes, and cosmetic corrosion or discoloration.
- b. Damage from misuse, abuse, neglect, improper loading or tie-down, overloading above the trailer's GVWR, failure to torque lug nuts, off-road use, impact, accidents, or failure to perform reasonable inspection and maintenance.



- c. Damage caused by incorrect or underrated hitch equipment, improper hitching, towing beyond the tow-vehicle rating, or excessive speed.
- d. Corrosion, pitting, or cosmetic deterioration from road chemicals, saltwater, fertilizers, or improper cleaning.
- e. Alterations or modifications, non-Rugged parts, or repairs performed without prior Rugged authorization.
- f. Any loss of time, loss of use, loss of business, rental charges, travel expenses, or other incidental or consequential damages.
- g. **Claims for bodily injury, death, or damage to property other than the trailer.** Such claims are outside this Limited Warranty and, if any, are governed by applicable law outside this warranty.
- h. Removal, alteration, or defacement of the trailer VIN or certification labels.
- i. Used, demo, or salvage-title trailers. These are sold **as-is** and are not covered by this Limited Warranty.

6. Limits of Rugged's obligation

Your exclusive remedy is repair or replacement of parts Rugged determines to be defective in normal use. Rugged's total liability will not exceed the trailer's purchase price.

7. Disclaimers

TO THE FULLEST EXTENT ALLOWED BY LAW, ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE APPLICABLE PERIOD STATED ABOVE. SOME STATES DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES, SO THESE LIMITS MAY NOT APPLY TO YOU.

8. State law rights

This Limited Warranty gives you specific legal rights. You may have other rights that vary by state.

9. Safety-defect reporting

If you believe your trailer has a defect that could cause a crash, injury, or death, notify Rugged and also contact the National Highway Traffic Safety Administration at 1-888-327-4236 (TTY 1-800-424-9153) or www.nhtsa.gov.

10. Owner responsibilities

Inspect the trailer regularly, keep lug nuts torqued, maintain correct tire pressure and wheel bearing service, keep decks and frames clean, and correct known issues promptly. **Follow the Owner's Manual** for required inspection and maintenance intervals. Keep your proof of purchase.

11. Claims and venue

All claims must be made directly with Rugged. This Limited Warranty is governed by the laws of the State of **New Hampshire**, without regard to conflict-of-laws rules. The exclusive venue for any dispute is the state or federal courts located in **Hillsborough County, New Hampshire**.

12. Entire agreement; severability

This document is the entire warranty. If any provision is held invalid, the remainder remains enforceable. No dealer, distributor, or employee may modify this Limited Warranty.

Rugged Aluminum Trailers

Service: (603) 324-7402 | warranty@ruggedat.com

Address: 11 Friars Drive, Hudson, NH 03051

Effective for trailers retailed on or after January 1, 2025. Version v2.0.