



**INSULA**  
CONTAINER CONVERSIONS

108 Hillside Drive, Delhi, Ontario, N4B 1Y7

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## **1.1 Warranty Policy**

### **1.1.1 Manufacturer's Warranty**

Insula Container Conversions warrants that its product to the original purchaser will be free from defect(s) for a period of one (1) year, providing that the following conditions are met and satisfied.

### **1.1.2 Warranty Covers**

Warranty Covers the Insula manufactured parts and any other non wearing items for 1 year.

Insula Container Conversions is not liable for any and all elements involving the state of the shipping container used in the base shell. Insula Container Conversion is not liable for any damage or defect to the shipping container or the manufactured parts resulting from installing the manufactured parts onto a shipping container that is not structurally sound.

Normal wear and tear items will not be replaced due to wear and tear. These normal wear items include but are not limited to paint, brakes, jacks, electrical defaults caused by corrosion or broken wires.

All auxiliary parts such as brakes, jacks, wheels, bearings, tires, suspension, lights, hydraulics pumps, windows, doors, fasteners, axles, fixtures and features and controls are covered by the warranty of their manufacturer.

### **1.1.3 Limitations**

The sole responsibility of Insula Container Conversions under this limited warranty shall be to repair and replace parts at the Langton, Ontario Manufacturing facility or at an Insula authorized licensed dealer, or at another location (with prior written approval of Insula Container Conversions). All other obligations or liabilities, including incidental or consequential damages or contingent liabilities arising out of the failure of any parts to operate properly, as well as the any/all malfunction or defect in the state of the shipping container itself are hereby excluded, including but not limited to any damages resulting from loss of use, inconvenience, loss of time, commercial loss, or any other type of damages general or specific, foreseen or unforeseen, unless applicable provincial law provides otherwise. Insula Container Conversions will not reimburse any claimant for any adjustment or repair of a Insula Base Shell Trailer without prior written approval of Insula Container Conversions. Any repairs performed at a location other than Insula Container Conversions will be allotted \$25.00 per hour for labor costs.

### **1.1.4 Warranty Void**

Insula Container Conversions is not responsible for damage caused by accident, negligence, abuse, misapplication, or misuse of a base shell trailer or any of its component parts. Loading in excess of gross vehicle load rating stated on the V.I.N. plate will invalidate any and all warranties. Any modifications, alterations, or repair to any product manufactured by Insula Container Conversions without Insula Container Conversions prior knowledge and written consent will void manufacturers warranty.

### **1.1.5 Transportation Costs Excluded**

Transportation of any base shell trailer to and/or from your dealer, or an approved repair facility, or Insula Container Conversions manufacturing facility shall be the responsibility of the base shell trailer owner. Insula Container Conversions shall not be held responsible for any and all such costs.

### **1.1.6 Disclaimers**

This warranty is expressly given in lieu of all other warranties and representations. Insula Container Conversions makes no representation or warranty of any kind, express or implied, with respect to Insula Container Conversions Base Shell Trailers weather as to merchantability, fitness for a particular purpose or any other matter. No one, including authorized Insula Container Conversion dealers, is authorized to make further or additional warranties on behalf of Insula Container Conversions.

### **1.1.7 Dealer Responsibilities**

The dealer is responsible for submitting the manufacturer any claim you wish to make under this Limited Warranty.

### **1.1.8 REQUIRED WARRANTY CLAIM PROCEDURE**

1. Within five (5) days after discovering a problem with your Insula Container Conversion base shell trailer, return your base shell trailer for inspection to your Insula Container Conversion dealer where you purchased your trailer from.
2. If your dealer cannot repair the problem free of charge and you want to file a claim under this warranty, your local dealer must send to Insula Container Conversions by registered letter or email a warranty claim form,

together with all the required information within ten (10) days of the discovery of your defect.

3. Insula Container Conversions will acknowledge such receipt of a claim by registered letter or email to the dealer and the claimant. Insula Container Conversions will respond as soon as possible, being later than thirty (30) days after receipt of the claim.

4. Any defective parts must be sent by prepaid freight to Insula Container Conversions Langton, Ontario facility, in order to qualify the claimant for replacement or reimbursement under this limited warranty. Any defective parts must be returned to Insula Container Conversions **WITHIN THIRTY (30) DAYS OF THE DATE OF APPROVAL TO QUALIFY FOR REIMBURSEMENT.**

5. Insula Container Conversions reserves the right to not pay unreasonable costs for replacement or repair of defects to an Insula Container Conversion base shell trailer, and may at its discretion, establish reasonable reimbursement of parts for any authorized work performed under the terms of this Limited Warranty.

6. When required, photos of defective part(s), of the actual part(s), may have to accompany the warranty approval before payment can or will be made.

7. Insula Container Conversions **HERE MAKES NO OTHER EXPRESS OR IMPLIED WARRANTIES AND THERE ARE NO OTHER WARRANTIES WHICH EXTEND BEYOND THOSE DESCRIBED IN THE USER'S MANUAL.**

