



Warranty Policy

This Warranty Policy supersedes all other Warranty Policies expressed or implied by Cancade Company Limited, undated or dated prior hereto.

Cancade Company Limited (hereafter referred to as "CCL") warrants directly to you, the first retail customer; that all products manufactured by CCL are free from defects in material and workmanship; provided that they are being properly maintained; and that they are being used in their normal intended service, free from accident or collision.

Normal service means usage in the manner and for the purpose for which such equipment is generally manufactured, purchased and utilized; including the loading, unloading, and carriage of uniformly distributed legal loads of non-corrosive cargo, in a manner which does not subject the equipment to strains, impacts, and dump cycles greater than normally imposed by lawful use over properly maintained public roads, with gross vehicle weight, gross axle weights and concentrated loads not exceeding the labeled gross vehicle weight, gross axle weight and concentrated load ratings.

CCL's warranty will not cover any repairs done without prior discussion; quotation; and express written approval by CCL.

CCL WARRANTY DOES NOT INCLUDE:

- freight (of parts, components, or whole goods including trailers)
- downtime (loss of income)
- other incidental or consequential damages

CCL WARRANTY DOES NOT COVER:

- Parts and components that are not defective but which may wear out and have to be replaced; including but not limited to seals, lights, paint, suspension components, brake system components, brake linings, brake drums, bushings (suspension, joints, hinges, and knuckles), tires, wood pieces, truck or trailer body wear and the like.
- Alignments or adjustments which are normal maintenance items; not caused by a defect in any components or product.
- Any product or component of a product that has been altered (other than by CCL) in any way so as in the judgment of CCL; to affect its operation or reliability, or which has been subject to misuse, neglect or accident.

IT IS AGREED THAT CCL SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY including, but not limited to, loss of income, damage to vehicle, attachments, trucks or cargo, towing expenses, or injury to or death of persons. No person is authorized to give any warranties or to assume any other liability on CCL's behalf unless made and assumed in writing by CCL and signed by an officer of CCL or authorized warranty personnel.

WARRANTY CLAIMS:

ON ANY REPAIRS UNDER WARRANTY, CCL MUST BE CONTACTED AND OUR APPROVAL RECEIVED IN THE FORM OF A SERVICE REQUEST NUMBER BEFORE ANY WORK IS DONE.

- 1) We will not accept warranty bills under any circumstances that have not received our prior authorization (including a service request number); based on a written quotation for the required repair work.
- 2) We are to supply all warranty parts unless agreed otherwise.
- 3) Any invoices covering warranty parts and/or labor that we consider excessive will be paid on the basis of our cost of such parts and/or labor as if the work had been done at our factory.
- 4) No warranty on parts will be paid for until the faulty parts have been returned prepaid, for our inspection, unless agreed otherwise. CCL will not be responsible for freight for returned parts except by prior arrangement and written authorization.
- 5) All invoices submitted, requesting warranty, must show the number of hours of labor and the rate being charged.
- 6) CCL must receive notice of a defect immediately after such defect is discovered and at the request of CCL or an authorized agent, the product must be returned to CCL or an authorized agent or other agreed upon location within 20 days after the product return is requested. **Note:** Warranty consideration may be influenced by "when a defect ought to have been discovered"; in cases where the defect discovery and/or notification is not made in a timely manner; and undue damage has occurred.
- 7) Transportation expenses to and from a repair facility are the responsibility of the product owner.

TIME LIMIT ON COMMENCING LEGAL ACTION:

While CCL undertakes to make reasonable efforts to resolve every warranty claim, if CCL does not accept as valid all or any part of a particular claim, then CCL will only be responsible under this warranty for such claim if it is enforced by legal action commenced within one year from the date that the breach of warranty occurred.

WARRANTY TRANSFER:

Warranty transfers to a second owner will be recognized provided:

- The said transfer takes place in the first twelve (12) months of service
- The product is fully inspected and approved by CCL by way of a personal inspection by an authorized CCL agent
- A new warranty registration form is filled out and sent to Canacade Company Limited. (New registration forms are available from CCL).
- The second warranty registration form must be returned to CCL showing name of original purchaser and the date the product was put into service as well as the date and name of the new owner. Any and all warranty periods are begun on the date of sale of the product to the original retail customer.

THIS WARRANTY POLICY IS NOT VALID UNLESS A SIGNED COPY OF THE WARRANTY REGISTRATION FORM IS RECEIVED BY CCL WITHIN 30 DAYS OF DATE OF PURCHASE, BY THE FIRST RETAIL CUSTOMER. RETURN INFORMATION IS AT THE BOTTOM OF THE WARRANTY REGISTRATION FORM.

WARRANTY REGISTRATION

THIS WARRANTY POLICY IS NOT VALID UNLESS A SIGNED COPY IS RECEIVED BY CCL WITHIN 30 DAYS OF DATE OF PURCHASE, BY THE FIRST RETAIL CUSTOMER.

PLEASE TICK ONE APPLICABLE BOX IN EACH OF THE THREE SECTIONS THAT APPLIES TO YOUR PRODUCT.

SECTION 1

TRAILER TRUCK BODY BALE DECK FLAT DECK VAN BODY

SECTION 2

FARM GRAVEL OTHER

SECTION 3

STEEL ALUMINUM

BOX/BODY/DECK WELD # _____ HOIST SERIAL # _____ PUMP SERIAL # _____

TRAILER CHASSIS SERIAL # (17 digits)

DISTRIBUTOR/DEALER: _____

DATE SOLD: _____ INVOICE # STDINV _____

PURCHASER NAME _____

COMPANY NAME _____

ADDRESS _____

TOWN/CITY _____ PROVINCE/STATE _____ POSTAL/ZIP CODE _____

TEL # _____ FAX # _____

EMAIL ADDRESS _____

In signing this warranty registration, the purchaser has received and agrees to the terms and conditions of the attached CCL Warranty Policy

SIGNED _____ DATE _____

Please return to :



1651 12th Street
Brandon, MB R7A 7L1
Tel# (204) 728-4450 Fax# (204) 726-8795 Email: customercare@cancade.com



Cancarde Company Limited - Warranty Policy Schedule (January 2025)

	12 Months	12-24 Months	24-36 Months	36-48 Months	48-60 Months	60-72 Months	72-84 Months
TRAILER FRAME							
STRUCTURAL END DUMP TRAILERS ONLY	100%	100%	75%	50%	25%		
STRUCTURAL ALL TRAILERS OTHER THAN END DUMP TRAILERS	100%						
NON-STRUCTURAL King Pin Assembly Tipping Hinge Assembly Fender & Mud flap Brackets Steps & Ladders	100%						
BALE DECKS	100%*	100%*	50%*				
DECK & FLIP TABLE	100%*						
PUSHRACK & LOAD ARM							
TRAILER AXLE ALIGNMENT	1 Month						
TRUCK BODIES FARM & GRAVEL	100%	100%	50%	25%			
TRAILER BODIES FARM & GRAVEL							
PAINT TRUCK BODIES TRAILER BODIES & FRAMES DOES NOT COVER GENERAL WEAR & TEAR SUCH AS STONE CHIPS	100%	80%	60%	40%	20%		
CCL HOIST FRAMES	100%	86%	72%	58%	44%	30%	16%
ALL CYLINDERS (CCL) (VENDOR SUPPLY CYLINDER AS PER VENDOR SUPPLIED WARRANTY)	100%*						
Worker Bee	100%						
VENDOR GOODS INCLUDING BUT NOT LIMITED TO: AIR OR HYDRAULIC COMPONENTS, PTO'S, TIRES, TARPS, LIGHTS, WIRING, AXLES, SUSPENSION ETC.	AS PER	VENDOR	SUPPLIED	WARRANTY			