



PTE GROUP MANUFACTURING WARRANTY POLICY

PTE Group Pty Ltd (PTE Group) will warrant any product manufactured and fitted by PTE Group against defects in material or workmanship under normal operation. PTE Group agrees to rectify any products or part of the product that proves defective because of improper workmanship or material used 12 months from delivery of your product.

Aftermarket & Genuine Accessories will be warranted as per third party supplier warranty policies.

PLEASE NOTE: Regular maintenance such as checking wheel nuts and other components can prevent damage to your trailer. It is your responsibility to maintain your purchase, and PTE Group will not be accountable for lack of maintenance by customers.

What is not covered?

Scratches to paint and general wear and tear will not be covered as well as damage caused by overloading or misuse.

Rust

Whilst PTE Group source top quality metal from local companies, like all iron-based metals, battling oxidation despite the advanced coatings of primer and 2 pac epoxy paint steel's unstable chemical makeup means it will always succumb to rust in a natural environment over time.

How to make a claim?

No warranty claims will be accepted for repair without prior authorisation from PTE Group. All warranty repairs need to be carried out by PTE Group unless authorised by a director in writing. PTE Group will not pay warranty invoices from third parties without being notified first and accepting the liability with a purchase order.

Please email all warranty claims to sales@ptegroup.com.au with photos and a detailed description.

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