

Tiger Trailers

Warranty Document & Process

Aftercare to keep your fleet moving.



The Process

Contact details and what information you'll need to provide

Should you require aftersales support on a trailer or vehicle bodywork please:

a) Contact Tiger's Aftersales Department through the following methods:

Telephone: 01606 339645 **Email:** aftercare@tigertrailers.co.uk

b) Provide the following details, or complete our Warranty Claim Form at <https://portal.tigertrailers.co.uk/warrantyform>

1. Contact Name, Company Name, Contact Number
2. Vehicle chassis/body ID number
3. Location of Vehicle
4. Fault Description with photographic evidence
5. Customer Reference/PO Number

Upon receiving these details, you will be allocated a Tiger Aftersales Case Number.



Warranty Policy

What your comprehensive Tiger Trailers warranty covers

The vehicle warranty period commences from date of collection and includes parts and labour for items manufactured by Tiger Trailers. All Tiger Trailers products are subject to standard Tiger Trailers Terms and Conditions. Warranty is covered under Clause 5.

Non-Tiger manufactured components, including axles and braking system, will be covered under the relevant OEM standard terms and conditions. In some cases, this will not include labor and will just cover supply of replacement parts.

Warranty is only valid if the following conditions are met (Section 5, Clause 2):

- Tiger Trailers is given the opportunity to examine the vehicle/affected components
- The vehicle is returned to Tiger Trailers if requested
- The fault results from defects in design, materials or workmanship on behalf of Tiger Trailers

No work should be carried out on affected vehicles/components without the prior authorization from Tiger Trailers.



Warranty Exclusions

Situations Tiger Trailers' warranty doesn't cover

- 1) Damage resulting from the vehicle being used for purposes other than those for which Tiger Trailers originally intended / designed them to be used.
- 2) Damage caused by lack of maintenance or operational error.
- 3) Defects arising as a result of fair wear and tear, willful damage, negligence, or abnormal working conditions.
- 4) Damage caused as a result of vehicles being loaded in excess of weights specified by Tiger Trailers.
- 5) Collision or impact-related damage.
- 6) Defects arising from any alterations to the original design, or repairs carried out without prior approval from Tiger Trailers.
- 7) Wearing parts or maintainable items.
- 8) Defects arising as a result of Tiger Trailers following any drawing, design or Goods Specification supplied by the Customer.
- 9) OEM supplied components (supplier warranty will apply).

Tiger Trailers Limited

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Tiger Trailers Standard Trailer Warranty Terms

Protection for 5 years as standard on various components

Item	Warranty Term (Months)
Chassis Structure	60
Kingpin	12*
Paintwork	60
Electrics	12
Hydraulic Rams	6*
Hydraulic Powerpack	12
Body Structure	60
Axles	60*
Tyres	12*
Wheels	12*
Spray Suppression	12
Barn Door	12
Shutter Door	12
Suspension Air Bag & Shock Absorbers	24*
Landing Legs	36*

Further details are available within our terms and conditions of trading under section 5.

Extended warranty on certain products is available upon request.

**Warranty term may vary dependent upon specification and OEM.*