

Grote Warranty Program

Grote Industries, Inc. warrants its products to be free from defects in material and workmanship under normal use and service. All claims considered for warranty will be based on 100% parts return to Grote Industries Warranty Dept., 2600 Lanier Drive, Madison, IN 47250. This is a part for part warranty program.

Claims Process

- Wilson Trailer dealer or end user will contact Grote Customer Service (800.628.0809) and request a Return Goods Authorization Number, type X1 (RGA #, X1) for the claimed part number.
**Grote will provide no charge replacements prior to receiving the warranty return for end users or dealers with customers that must have product to keep equipment in use. Grote will ship prepaid ground freight.*
- Dealer or end user must enclose appropriate documentation listing of all parts being returned, and write the RGA number on the outside of the box. Appropriate documentation is defined as: 1) RGA number (on box), 2) Grote part number claimed, 3) date of claim, and 4) dealer or end user contact information and shipping address.
- Dealer or end user returns the parts via prepaid freight to Grote Industries.
- If replacements not previously shipped, any product covered under the terms of the warranty will be replaced directly to the dealer or end user at the shipping address provided with the warranty claim.
- Grote will ship no charge replacements to dealer or end user by prepaid ground freight.
- RGA's for parts not returned after 3 months will be cancelled.
- If the dealer or end user prefers that Grote return non-warrantable parts back to them, they must include authorization and their parcel carrier account number at the time the claim is submitted. Non-warrantable parts without this authorization will be scrapped at Grote.
- Analysis and claim processing may take up to five working days (weekends not included) from the receipt date to the Grote Warranty Dept.
- Dealers that have an arrangement with their Grote Aftermarket Sales Representative to routinely pick up and process warranty claims may continue with these arrangements. This program does not supersede the arrangements.

Please refer to the Grote catalog or web site (www.grote.com) for details on the standard warranty program. Determination of warranty time frame is based on two elements: the stated warranty on a product as provided in the Grote standard warranty program and the date code on the product. If you have questions concerning warranty on a product, please call Grote Customer Service or review warranty documents on www.grote.com/wilson.

March 14, 2016 **revised to add the location for warranty documents specific to Wilson Trailer*

Prior revisions:

June 30, 2014: enhancement of bullet point #1 replacement prior to receiving return

February 26, 2010: original agreement implemented