

# Weigh Safe, LLC – Limited Lifetime Warranty

This Limited Lifetime Warranty applies to all Products under the Weigh Safe brand (“Product”) purchased by the original consumer (“You”) and remains in effect for as long as You own the Product.

This warranty covers defects in materials or workmanship that existed at the time the Product left Weigh Safe. All warranty claims are evaluated by Weigh Safe’s Customer Support and Engineering teams to determine whether the issue is the result of a defect in materials or workmanship.

Warranty coverage is limited to the repair or replacement of defective parts or components, as determined by Weigh Safe. Full product replacements, refunds, or discounts are not included under this warranty.

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## This Limited Lifetime Warranty Covers

Any defects in materials or workmanship that were present when the Product left Weigh Safe. Coverage applies only to the original consumer who purchased the Product.

### Clarifications:

- Coverage applies only to defects in materials or workmanship that existed when the product left Weigh Safe.
- Coverage applies only to original consumers who purchased the Product.
- Repair or replacement of components is limited to what is necessary to restore proper function; full product replacement, refunds, or discounts are not included.
- Weigh Safe may require additional information (photos, towing specs, etc.) to verify the defect before approving a claim.
- Discontinued products may not have replacement parts available; resolutions for these are determined case-by-case.

## Warranty Eligibility

To qualify for warranty coverage:

- The product must have been purchased from Weigh Safe, LLC or an authorized dealer.
- You must be the original owner/consumer of the Product.
- Either a completed warranty registration must have been submitted within 30 days of purchase, **OR** a valid proof of purchase (sales or order receipt) must be provided when submitting a warranty claim.

Warranty coverage applies only to Products that meet these eligibility requirements. Claims that do not meet these requirements do not qualify for warranty coverage.

Weigh Safe may require additional information to determine eligibility, such as towing specifications, photos, or other supporting documentation.

## This Limited Lifetime Warranty Does NOT Cover

### Normal Wear and Tear

This warranty does not cover normal wear and tear, including but not limited to:

- Wear around the shank of the Trailer Hitch due to the towing vehicle's receiver
- Wear on the Product's tow ball due to the trailer coupling
- Wear on friction sway control points of a Weight Distribution Hitch
- Wear on bolts from repeated tightening and loosening over time
- Finishes, including machined, brushed, cerakoted, painted, powder-coated, and chrome-plated finishes.

### Damage Due to Misuse, Neglect, or Accidents

This warranty does not cover damages caused by:

- **Accidents** – any impact, collision, or unintended event that may compromise the Product's structure.
- **Abuse or Misuse** – using the Product in a way it was not designed for, exceeding weight ratings, or improper towing practices.
- **Neglect or Improper Maintenance** – failure to maintain the Product according to the instructions, including cleaning, lubrication, or periodic inspections. Customers are responsible for addressing issues promptly; failure to repair or maintain the Product in a timely manner may cause additional wear or damage that is not covered under warranty.
- **Unauthorized Repair** – modifications, alterations, or repairs not performed by Weigh Safe or approved personnel.
- **Misapplication** – using the Product in a non-approved vehicle, trailer, or setup.

**Important:** If your product was involved in an accident, you should replace your product due to potential invisible damage, even if it looks fine, as structural integrity is compromised. Check your insurance policy (they often cover replacements), and then properly destroy and recycle the old product to prevent reuse.

## Other Exclusions

This warranty does not cover:

- **Stolen Products** – any Product that has been lost or stolen.
- **Modifications or Alterations** – any changes made to the Product by anyone other than Weigh Safe or approved personnel. This includes custom modifications, welding, or altering parts in a way that could compromise safety or function.
- **Service or Labor Charges** – any costs associated with installation, removal, alterations, modifications, improper maintenance, or unauthorized repairs. Customers are responsible for performing routine maintenance and ensuring any repairs are authorized by Weigh Safe.

## Consequential or Incidental Damages

This warranty does not cover any consequential or incidental damages that may result from a defect or failure of the Product. This includes, but is not limited to:

- Loss of vehicle use or personal time
- Towing or vehicle rental expenses
- Property damage
- Travel expenses, lodging, or meals incurred due to a Product issue
- Any other indirect, secondary, or unforeseeable costs related to a Product defect or failure

**Important:** This warranty is limited to the repair or replacement of defective parts or components of the Product. Customers are responsible for maintaining their Product and addressing issues in a timely manner to prevent additional damages.

**Clarifications:**

- Damage caused by customer actions, including misuse, neglect, improper maintenance, or unauthorized repair, is not covered.
  - Normal wear and tear, including cosmetic wear, friction points, and fasteners, is not covered.
  - Any costs related to labor, shipping, or installation outside the approved repair or replacement are not covered.
  - Discontinued products may not have replacement parts available; resolutions for these are determined case-by-case.
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## **Shipping Coverage and Responsibilities**

- For approved warranty claims, Weigh Safe covers standard ground shipping for replacement parts, repair kits, or approved returns within the first year from the original purchase date.
- Warranty coverage is limited to the replacement or repair of only those parts or components determined by Weigh Safe to be necessary to resolve the approved warranty issue. Shipping coverage applies only to those approved parts or components.

- Any additional parts requested, shipped, or returned that are not part of the approved warranty resolution are the responsibility of the customer, including all associated shipping costs.
  - Expedited shipping options, including but not limited to overnight or express delivery, are not covered under this warranty and are the responsibility of the customer.
  - For warranty claims submitted after one year from the original purchase date, shipping costs associated with replacement parts, repair kits, or returns are the responsibility of the customer unless otherwise determined by Weigh Safe.
  - Shipping coverage applies only to approved warranty resolutions and does not include shipping costs incurred prior to claim approval.
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## **Common Warranty Requests and Coverage for Eligible Products**

### **Gauge**

- If defective within one year of purchase, Weigh Safe will repair the gauge at no cost.
- If defective after one year, the customer covers shipping; Weigh Safe will still repair the gauge at no cost.
- Customers can request a Gauge Repair Kit to repair the gauge themselves at no cost. Kits are also available for purchase.
- Some hitches do not have a Gauge Repair Kit option and must be returned to Weigh Safe for repair. For these models, Weigh Safe will cover all shipping and repair costs regardless of purchase date.

### **Locking Accessories**

- If defective within one year of purchase, Weigh Safe will replace the lock at no cost.
- If defective after one year, the customer covers shipping; Weigh Safe will still replace the lock.

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## Fit and Tolerances

Weigh Safe products are engineered with multiple components designed to work together under load. Due to the nature of towing equipment and the need for proper articulation, some minor movement or play between components may be normal and does not necessarily indicate a defect.

If you believe there is excessive slack, abnormal movement, or a fit concern with any component of your hitch, please contact Weigh Safe Customer Support for evaluation. All fit-related concerns are reviewed on a case-by-case basis.

Claims should be submitted as soon as a defect or issue is identified. Continued use of a damaged or malfunctioning Product may cause additional wear or damage not covered under this warranty.

Claims submitted without proof of purchase or a valid registration may be denied.

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Shipping coverage applies only to approved warranty resolutions and does not include shipping costs incurred prior to claim approval.

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# How to Submit a Warranty Claim

## Step 1 – Prepare Required Documentation

Before submitting your warranty claim, gather the following information to ensure your claim can be processed efficiently:

- **Proof of Purchase or Warranty Registration** – A dated sales or order receipt showing that you are the original purchaser, or a completed product registration submitted within 30 days of purchase.
- **Product Information** – Include the product name, size, and serial number or date stamp (if applicable).
- **Description of the Issue** – A clear explanation of the problem you are experiencing.
- **Supporting Evidence** – Depending on the issue, Weigh Safe may require photos, videos, or towing specifications that demonstrate the claimed defect.

**Note for Canadian Customers:** Warranty claims for products purchased in Canada are handled by our Canadian partner, Keyport Lock. This partnership helps reduce cross-border shipping costs and ensures faster service for Canadian customers.

## Step 2 – Complete the Warranty Claim Form

Once you have gathered all required documentation, complete the official Weigh Safe Warranty Claim Form in full. The form must be submitted through the Weigh Safe website using the designated link.

All requested fields must be completed accurately. Incomplete, inaccurate, or illegible information may delay processing or result in denial of the claim.

Only one product or issue should be submitted per claim form. If you are submitting claims for multiple products, please complete a separate form for each.

## Step 3 – Claim Review and Resolution

Once your claim has been submitted, Weigh Safe's Customer Support Team will review the information provided to determine eligibility under this Limited Lifetime Warranty.

Initial review and response typically occur within 1–2 business days. If additional details are needed, a representative will contact you by email for clarification or to request further documentation.

All warranty claims are evaluated based on the information provided, product inspection (if applicable), and the terms outlined in this policy. The decision of whether a Product or

component will be repaired or replaced under this Limited Lifetime Warranty shall be at Weigh Safe's sole discretion.

Customers will be notified of the claim outcome and any next steps once the review process is complete.

#### **Step 4 – Resolution and Returns (if applicable)**

If your claim is approved, Weigh Safe will provide instructions for the resolution based on the outcome of the review. Resolutions may include:

- **Replacement Parts or Repair Kits** – For eligible claims where a product return is not required, Weigh Safe will provide the necessary components or kits to complete the repair. Shipping details will be provided with your resolution notice.
- **Return Authorization (RMA)** – For claims requiring product inspection or repair at Weigh Safe, a Return Merchandise Authorization (RMA) will be issued with a prepaid return label and detailed instructions. Products must be returned as directed to ensure proper handling and evaluation.

Products returned to Weigh Safe without an RMA will not be processed and may be returned at the customer's expense.

Customers will receive a confirmation once the resolution has been completed.

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