

# Weigh Safe!



## TRAILER HITCHES

### LIMITED LIFETIME WARRANTY

This Limited Lifetime Warranty applies to products manufactured and sold by **Leap Products** under its family of brands, including **Weigh Safe** (the “Product”) and is extended to the original purchaser (“You”). This warranty remains in effect for as long as You own the Product.

Products sold under the Weigh Safe brand are built for performance and durability. This warranty covers defects in materials or workmanship that existed at the time the Product left the manufacturer.

All warranty claims are reviewed by Leap Products’ Customer Support and Engineering teams to determine eligibility and the appropriate resolution. Coverage is limited to the repair or replacement of defective parts or components, as determined by Leap Products.

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## WHAT THIS WARRANTY COVERS

### This warranty covers:

- Defects in materials
- Defects in workmanship
- Failures under normal, intended use of the Product

Coverage applies *only* to the original purchaser and is limited to restoring the Product to proper working condition.

### Important Clarifications:

- Coverage applies only to defects present at the time of manufacture
- Repair or replacement is limited to what is necessary to restore proper function
- Full product replacements, refunds, or discounts are not guaranteed
- Discontinued products may not have replacement parts available; resolutions for these are determined on a case-by-case basis
- Additional information (photos, videos, etc.) may be required to evaluate a claim

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## WARRANTY ELIGIBILITY

Claims that do not meet these requirements may not be eligible for coverage. To qualify for warranty coverage:

- The Product must be purchased from Leap Products through the Weigh Safe brand or an authorized retailer
  - You must be the original purchaser
  - Completed warranty registration within 30 days of purchase *or* valid proof of purchase
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## WHAT THIS WARRANTY DOES NOT COVER

### Normal Wear and Tear

This warranty does not cover normal wear and tear resulting from regular use, including but not limited to:

- Wear at the hitch shank from contact with the vehicle's receiver
- Wear on the tow ball from trailer coupling
- Wear on friction sway control components
- Wear on hardware from repeated tightening and loosening over time
- Cosmetic wear and surface finishes, including machined, brushed, cerakoted, painted, powder-coated, or chrome-plated finishes

### Misuse, Damage, and Improper Care

This warranty does not cover damage resulting from misuse, accidents, or improper care, including but not limited to:

- **Accidents** – impacts, collisions, or other unintended events that may compromise the Product's structural integrity
- **Abuse or Misuse** – use outside intended applications, exceeding weight ratings, or improper towing practices
- **Neglect or Improper Maintenance** – failure to follow recommended care, including cleaning, lubrication, and routine inspection. Customers are responsible for maintaining the Product; failure to address issues in a timely manner may result in additional damage not covered under warranty
- **Unauthorized Repairs or Modifications** – alterations or repairs not performed or approved by Leap Products
- **Misapplication** – use with non-approved vehicles, trailers, or configurations

**Important Safety Notice:** If your Product has been involved in an accident, it should be replaced, even if no visible damage is present. Structural integrity may be compromised. We recommend reviewing your insurance policy, as replacement may be covered. To prevent unsafe reuse, the original Product should be properly disposed of or recycled.

### Environmental and External Damage

This includes:

- Exposure to weather, corrosion, or harsh environmental conditions
- Acts of God (wind, storms, flooding, etc.)
- Accidental damage or impact

### Additional Exclusions

This warranty does not cover:

- Labor, installation, or removal costs
  - Shipping costs unless otherwise specified
  - Stolen or lost products
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## Consequential or Incidental Damages

Leap Products is not responsible for indirect, incidental, or consequential damages, including:

- Property damage
- Loss of use or time
- Travel or service-related expenses

Some states do not allow limitations on incidental or consequential damages, so these limitations may not apply to you.

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## PRODUCT USE & CARE

- The Product must be used as intended and in accordance with provided instructions
  - Continued use of a damaged or malfunctioning product may result in additional damage not covered under warranty
  - Proper maintenance is the responsibility of the owner
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## SHIPPING & CLAIM RESPONSIBILITIES

For approved warranty claims, Leap Products will cover standard ground shipping for replacement parts, repair kits, or approved returns within one (1) year of the original purchase date. Coverage applies only to the specific parts or components determined by Leap Products to resolve the approved warranty issue.

Any additional items requested, shipped, or returned outside of the approved warranty resolution are the responsibility of the customer, including all associated shipping costs. Expedited shipping methods (including overnight or express services) are not covered under warranty.

For claims submitted after one (1) year from the original purchase date, all shipping costs are the responsibility of the customer unless otherwise authorized by Leap Products.

Shipping coverage is limited to approved warranty resolutions and does not include any shipping expenses incurred prior to claim approval.

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## COMMON WARRANTY COVERAGE (ELIGIBLE PRODUCTS)

### Gauge

If found defective within one (1) year of purchase, Leap Products will repair the gauge at no cost. After one (1) year, the customer is responsible for shipping costs, and Leap Products will still complete the repair at no charge.

Gauge Repair Kits are available at no cost upon request for customers who prefer to complete the repair themselves, and may also be purchased separately. Certain hitch models do not offer a repair kit option and must be returned to Leap Products for service; in these cases, Leap Products will cover all shipping and repair costs regardless of purchase date.

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## Locking Accessories

If found defective within one (1) year of purchase, Leap Products will replace the lock at no cost. After one (1) year, the customer is responsible for shipping costs, and Leap Products will still provide a replacement at no charge.

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## FIT AND TOLERANCES

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

If you experience excessive slack, abnormal movement, or any fit-related concern, please contact Leap Products Customer Support for evaluation. All fit concerns are reviewed on a case-by-case basis, and claims should be submitted as soon as an issue is identified.

Continued use of a damaged or malfunctioning product may result in additional wear or damage not covered under this warranty. Claims submitted without proof of purchase or valid product registration may be denied.

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## HOW TO SUBMIT A WARRANTY CLAIM

### Step 1 - Required Documentation

- **Proof of Purchase or Warranty Registration** – Dated receipt/order confirmation showing original purchase, or registration completed within 30 days of purchase
- **Product Information** – Product name, size, and serial number or date stamp (if applicable).
- **Issue Description** – Clear explanation of the problem.
- **Supporting Evidence** – Photos, videos, or towing specifications may be required depending on the issue.

### Step 2 - Submit Claim Form

Complete the official Weigh Safe Warranty Claim Form via the website:

<https://www.weigh-safe.com/warranty/warranty-request-form/>

All fields must be filled out accurately. Incomplete or inaccurate submissions may delay processing or result in denial. Submit one form per product or issue; separate claims are required for multiple products.

### Step 3 - Claim Review

Claims are typically reviewed within 1–2 business days by the Leap Products Customer Support and Engineering Team to determine eligibility under the Limited Lifetime Warranty.

### Step 4 - Resolution

If approved, Leap Products will provide next steps, which may include:

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- **Replacement Parts or Repair Kits** – Provided when return is not required; shipping details included with approval
  - **Return Merchandise Authorization (RMA)** – Issued when return is required for inspection or repair, including prepaid label and instructions

Products returned without an RMA may not be processed and could be returned at the customer's expense. Confirmation will be provided once the resolution is complete.

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## **LEGAL DISCLAIMER**

This warranty is provided in place of all other express warranties. Any implied warranties, including merchantability or fitness for a particular purpose, are limited to the duration of this warranty. Some states do not allow limitations on implied warranties, so these limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary by state.

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