



REQUIRED WARRANTY CLAIM PROCEDURE

This procedure describes the steps to follow by a WORKSHOP for the correct management and pay back of semi-trailer reparation over a ROJO unit, when a WARRANTY is susceptible for being applied.

1. Download from the website: www.rojotrailer.com, in the section "After-sales service" the document "Warranty Claim". Complete properly all the information required, except those parts reserved to ROJO TRAILER.
2. Explain clearly the statement for the repair and include an approximate economic quantification.
3. Once the warranty claim is completed, send it by email to: service@rojotrailer.com.
4. Send, whenever possible, some detailed pictures of the affected área or of the faulty parts by email to: service@rojotrailer.com indicating on the "Subject" that it is a warranty claim.
5. IMPORTANT: Do not start any repair on the vehicle until getting a prior written approval from ROJO TRAILER where it will be specified that it is liable to the repair.
6. If needed, ROJO TRAILER will provide some information about the procedure to follow for the vehicle repair.
7. Once the repair was finished according with the procedure described by ROJO TRAILER, send the original invoice and the accepted document "Warranty Claim" by email to: service@rojotrailer.com or by post to:

ROJO TRAILER, SL
Polg. Ind. Alto Milagros
09460 Milagros (Burgos) SPAIN

Important: All the invoices and requests of a certain amount, which is not properly filled in and accepted under this procedure, will be rejected and sent back to the claimant.