



FONTAINE TRAILER COMPANY

Commercial Platform
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Fontaine Trailer Company Warranty Process

- **All new Fontaine Trailers must be registered before any warranty claims can be filed.** Trailers can be registered at the following link:

<http://fontainetrailer.com/warranty/>
- As quickly as possible following a potential warranty event, the Fontaine Dealer or authorized service centers should contact Fontaine Trailer Company Warranty Department via phone or email. If an end-user contacts the Fontaine Trailer Company Warranty Department directly they will be directed to the closest Dealer or authorized service center for inspection.
- The Warranty Department will obtain a description of the issue and instruct the Dealer or authorized service center to provide documentation including VIN number, photos (if necessary) and any other applicable information relative to the. In order for claim numbers to be provided and processed in a timely fashion, the affected VIN number must first be registered.
- Once the required documentation has been received, the Warranty Manager will generate a claim number to be used as the Purchase Order for the repair. This number will also serve as an RGA number if any components are required to be returned to the factory for inspection.
- The claim number will serve as authorization for the Dealer or authorized service center to perform the needed repair. Appropriate instructions regarding parts, specifically the need for Fontaine Trailer Company to ship parts or authorization to source parts locally in the interest of time, and an approximation of labor hours allowed will be provided to the dealer or authorized service center along with the claim number.
- The Dealer or authorized service center will repair the trailer according to the claim number information. Once the repair is completed, the Dealer or authorized service center must email a copy of the invoice reflecting the approved repair directly to the Warranty Manager for review and final processing. All invoices should clearly show the claim number, trailer serial number, date of repair, description of work done and the invoice date. A hard copy of this invoice should also be mailed to the Warranty Managers' attention. **Invoices will only be paid that come from Fontaine Dealers or pre-approved authorized service centers and include the proper documentation.**
- If parts are to be returned for inspection, the Warranty Manager will hold invoices until parts are received and inspected. Upon receipt and inspection of any returned parts, and approval of the claim, the invoice will then be approved for payment. Invoices will be processed and paid at the next scheduled check cut date.

Thank you for your support of Fontaine Trailer and our products.

Fontaine Commercial Platform Trailer Warranty Department