



Value Trailers Warranty and Maintenance Information

Overview

This document outlines the warranty coverage provided by Value Trailers. Please review all details carefully. If you have any concerns or require clarification, contact Value Trailers directly. By purchasing a trailer from us, you accept the warranty terms and conditions described here.

Warranty Coverage

All trailers purchased from Value Trailers include a manufacturer's warranty valid for 12 months from the date of purchase (or 6 months for commercial applications). This warranty protects against defects in materials and workmanship. Please note that consumable or high-wear components such as jockey wheels, bearings, tyres, wheels, brake pads, and similar parts are excluded.

The warranty does not apply to issues caused by poor maintenance, accidents, misuse, off-road operation, or external damage such as water or fire. Normal wear and tear are also excluded. Damage resulting from overloading, incorrect installation or operation, unauthorized repair, physical damage, or failure to follow usage guidelines will void the warranty. Value Trailers is not liable for damage to property or injury resulting from storage or use of trailers and related equipment.

Freight or postage costs related to warranty claims are not covered. Customers must check the trailer upon collection and notify Value Trailers within 10 days of any initial defect. Processing of warranty claims generally takes several business days.

Please retain your purchase invoice, as it must be presented with any warranty claim. Trailers must be returned to Value Trailers for warranty service.

Warranty Exclusions:

The 12-month warranty does not cover:

- Wear and tear on tyres, leaf springs, etc.
- Overloading of the trailer.
- Discrepancies between the ordered and received trailer.
- Incorrect manufacturing or missing parts.
- Damage resulting from faulty or incorrect fitting.
- Misuse, neglect, or accidents, including external causes.
- Alterations adversely affecting performance, stability, or reliability.
- Environmental stress such as rust.
- Use for purposes other than its design.
- Changes of mind, no longer required, or post-purchase damages.
- Lack of proof of purchase (invoice).

The company shall not be liable for any direct, indirect, or incidental damages. Where applicable, this liability will not exceed the manufacturer's warranty. This warranty becomes effective only upon full payment of the purchase price and covers a period of twelve (12) months from the date of purchase. Customers have 12 months from the trailer purchase date to report and rectify any issues. After 12 months, Value Trailers assumes no responsibility for claims.

Inspection and Maintenance Requirements

1. Inspect the trailer upon delivery. Before each use, check the following items carefully:
 - All nuts and bolts.
 - Moving components.
 - Signs of bending, cracks, or leaks.
 - The safety chain (ensure it is undamaged).
 - Lighting system and wiring.
 - Tyre pressure and condition.
 - Any unusual noise or vibration.
2. Recheck tyre nuts every 100 km and tighten if needed.
3. Apply grease to hubs every 1000 km and lubricate bearings every 1400 km.



Value Trailers Customer Care