

Car transporter and Multipurpose
commercial trailers
Brian James Trailers Ltd.

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Brian James Trailers Warranty Policies.

Each new Brian James Trailer is manufactured to strictly controlled standards, overseen by a full European Type Approval on each type of trailer.

Designs are created using a vast amount of experience within the team of designers and production managers.

As a safeguard to our customers we provide two types of Warranty integral with a trailer:

- **5 Year Chassis Warranty.**

The structural integrity of the trailer chassis is warranted for a period of five years from the date of sale to the customer. The 5 year chassis warranty is not transferrable. A claim on this warranty will not be validated by Brian James Trailers Ltd if there is evidence of overloading, of accident damage, of misuse or the chassis has been modified in any way that will have resulted in a failure. Brian James Trailers Ltd reserve the right to sole discretion in validating a claim under this warranty and the corrective action to be employed. All rectification work under this warranty will be required to take place within the Brian James Trailers facilities in Daventry, UK. Brian James Trailers Ltd will not be liable for transport costs or consequential loss.

- **12 Month Standard Warranty.**

Components and fixtures featured on a trailer benefit from a standard twelve month warranty against manufacturing, design or material defect. The twelve month warranty is transferrable. A claim on this warranty will not be validated by Brian James Trailers Ltd if there is evidence of overloading, of accident damage, of misuse or component modification in any way that will have resulted in premature failure. Brian James Trailers Ltd reserve the right to sole discretion in validating a claim under this warranty and the corrective action to be employed. Rectification work under this warranty may be required to take place within the Brian James Trailers facilities in Daventry, UK. Brian James Trailers Ltd will not be liable for transport costs or consequential loss. Small items will be supplied direct to a customer or through the purchasing dealer.

Warranty issues are generally infrequent and will not present the vast majority of Brian James Trailers customers with cause for claim. In those circumstances in which a claim is made Brian James Trailers employs a dedicated claims handler who will assess and respond and if validated, handle the case right through to resolution.

Our objective is fair and rational, first class customer care.