



## Warranty Application Form

### Purpose

This Warranty Application Form is to be completed by Resellers or End Customers who wish to report a manufacturing defect and apply for a Warranty Claim for an SMM Steel Canopy. End customers should consult first with the Reseller who supplied the canopy for preliminary advice prior to completing this application.

### Conditions

This form is to be used in conjunction with the terms and conditions contained in Sammitr Manufacturer's Warranty for SMM Steel Canopies.

This form should **not** be used if the defect in product has been caused or contributed to by a failure to properly:

- (a) use the *Product* in accordance with the recommendations and instructions, and the capacity and operating limitations, specified for the *Product* in any documentation provided (including electronically) to *Customer* at any time; or
- (b) care and maintain the *Product* including (but not limited to) complying with the *Care and Maintenance Instructions* described in the Attachment to this *Warranty*, including any care and maintenance instructions specified in any documentation provided (including electronically) to *Customer* at any time.

This *Warranty* will not apply if the claimed defect in the *Product* is caused by or is attributable to:

- (a) installation of the *Product*;
- (b) incorrect fitment or adjustments;
- (c) normal wear and tear of the *Product*;
- (d) any *Modification* of the *Product*;
- (e) use of non-genuine *SMM* components in the *Product*;
- (f) any damage incurred during transportation or handling of the *Product* (as a precaution a *Customer* may purchase insurance, at their own cost);
- (g) unusual or improper use, or negligent use or misuse of the *Product*;
- (h) racing or competition use;
- (i) any accident;
- (j) strenuous or extreme off-road use of the vehicle on which the *Product* is installed;
- (k) alterations, tampering or modification to the original factory design of the *Product*;
- (l) use of the *Product* on vehicles with modifications not approved by *SAMMITR*;
- (m) removing or defacing of the *Product's* serial number;
- (n) paint or seal damage due to high pressure washes;
- (o) paint scuffing on any part of the vehicle caused by the *Product*;
- (p) paint damage due to bird droppings or chemical agents;
- (q) minor paint shade variations as the *Product* is colour coded and not colour matched – variations in paint colour and shades exist in vehicles with the same colour code;
- (r) driving the vehicle with canopy windows or doors open;
- (s) surface rust or minor surface cracking (as this does not constitute a structural defect);
- (t) fuses and light globes;
- (u) loading of the *Product* with weights in excess of that specified by *SAMMITR* in any documentation provided (including electronically) to *Customer* at any time (100kg for roof on canopies);
- (v) use of the *Product* after the defect is known;
- (w) damage caused by theft or by moving objects striking the vehicle (including inside the vehicle);
- (x) damage as a result of towing;
- (y) damage caused by industrial fallout including chemicals or sealants;
- (z) fire, flood, lightning or other acts of G-d;
- (zz) damage caused by atmospheric fallout including hail and salt; or
- (zzz) repossession under financing agreement

## Warranty Claim Application Details

To apply, please complete the application below and ensure that all relevant documentation is provided.

Copy of Proof of Purchase (Receipt)   
Completed Product Warranty Card   
Quote for Repair (if applicable)

### Applicant Details

Date of Application:

Name of Reseller:

*(Company that sold canopy to end user)*

Name of End User Customer:

Email:

### Product Details

Canopy Serial Number

*(located near canopy rear door internal handle)*

Canopy Model Code

*(Eg DCV22FR11-A2W)*

Date of Canopy Purchase

Vehicle Registration

Date Defect First Detected

Vehicle Mileage at Original Installation                      km's

Vehicle Mileage at Time of Warranty Application Inspection                      km's

### Description of Defect

Please describe in detail, the nature of the manufacturing related defect in the space below. Enter detailed description of defect on this page.

**IMPORTANT - Please include photographs or illustrations identifying the defect and location of defect.**

Please attach any photographs and illustrations showing clearly the defect and affected area.  
(Copy and paste photographic evidence below)

### **Submission of Application**

Preferred:  
Please email all applications to [support@sammitr.com.au](mailto:support@sammitr.com.au)

Mailed applications may be returned to:  
10 Greens Road Dandenong, Victoria 3175 Australia

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### **SAMMITR Office Use only:**

Date Received:		Received by (Name):
Application Check:	Complete	Review Date:
Action:		
Notes:		
ID. Number:		