



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

All documentation against a warranty claim such as labour costs must be included in the initial warranty claim as a quote for labour. All labour quotes will be reviewed to ensure they are reasonable (max. \$80.00 p/h) and will be processed against your warranty claim. Any labour quotes reported after the warranty claim is closed, will not be accepted.

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)
 *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:
 *Contact number of End User Customer:
 Email address of End User Customer:
 Address of End User Customer:

Product Details

- *Date of Canopy Purchase
 *Date Defect First Detected
 *Has your canopy ever been re-painted?
 *Canopy Model Code
(Eg DCV22FR11-A2W)
 *Canopy Serial Number
(located near canopy rear door internal handle)

Vehicle Information

- *Vehicle Make: *Vehicle Model: *Vehicle Year:
 *Vehicle Registration: VIN number:
 *Vehicle Mileage at Original Installation:
 *Vehicle Mileage at Time of Warranty Application Inspection:

*Vehicle usage by percentages (%)

Short distance (city, country)	Long distance (Interstate)	Off-Road (Trips)	Off Road (Sports/Adventures)	Other
%	%	%	%	%

*Do you or have you had any accessories fitted onto your canopy? If yes, please fill in the below section:

Type of product	Model Code	Manufacturer	Standard weight load	Fitted Date	Fitted by
			kg		

*In the last 6 months, was your vehicle used for a long trip (over 1 month)?

- No
 Yes If yes, please comment on the duration of the trip:

*In the last 6 months, was your vehicle used for Off-Road conditions or on corrugated roads?

- No
 Yes

*Has your vehicle changed ownership since your SMM canopy has been fitted?

- No
 Yes

*Has your vehicle ever been involved in any kind of collision?

- No
 Yes

***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

Mailed applications may be returned to:

10 Greens Road Dandenong, Victoria 3175 Australia

SAMMITR Office Use only:

Date Received:

Received by (Name):

Application Check:

Complete

Review Date:

Action:

Notes:

ID. Number: