



# Warranty Statement

Retrax (referred to as the manufacturer) warrants each new Retrax retractable pickup bed cover to the original owner (non-transferable) as follows:

The RetraxONE, RetraxONE MX, PowertraxONE, PowertraxONE MX, PowertraxPRO and PowertraxPRO MX have a limited lifetime warranty for the failure of materials and workmanship. Warranty replacement costs will be prorated after one (1) year for the RetraxONE and RetraxONE MX, and three (3) years for the PowertraxONE, PowertraxONE MX, PowertraxPRO and PowertraxPRO MX.

The RetraxPRO and RetraxPRO MX feature the Legendary Lifetime Guarantee for the failure of materials and workmanship. Warranty replacements will be issued at no cost for the life of the cover to the original owner.

## Items not covered under warranty:

- Normal wear over the life of the Retrax cover
- Water intrusion at any location or any damage caused as a result
- Other dealer and/or purchaser installed parts and accessories
- Acts of God or other external causes

## Conditions and Limitations:

This warranty is subject to certain conditions and limitations including, but not limited to, the following:

- Any part of a Retrax retractable pickup bed cover that is found to be defective under the terms of this warranty will be repaired or replaced, using either new or reconditioned parts, at the discretion of the manufacturer.
- In determining what constitutes a failure under the terms of this warranty, the decision of the manufacturer will be final.
- This warranty is applicable to the original purchaser only and is not transferable to subsequent purchasers.
- The manufacturer does not accept any responsibility in connection with the installation of any of its products by its dealers or agents.
- Without regard to an alleged defect of its products, the manufacturer does not, under any circumstances, assume responsibility for inconvenience, loss of time, revenue or other consequential damage including, but not limited to, expenses for telephone, food, lodging, travel, loss or damage to the vehicle the products are installed on or loss or damage to personal property of the purchaser or user of the products.
- The manufacturer does not undertake responsibility to any purchaser for warranty expressed or implied by any of its dealers, distributors or agents beyond what is contained herein.
- The manufacturer reserves the right to make changes in the design of, improvements to, or warranty of its products without imposing any obligation upon itself to provide the same for any products theretofore manufactured.
- Under no circumstances shall Retrax be liable for special, indirect, incidental or consequential damages sustained in connection with the Retrax model covers.

Some states do not allow limitations on how long the implied warranty lasts, so the aforementioned limitations may not apply to you.

## Claim Procedure:

If a part fails, the purchaser should return to the selling dealer to determine if the failed part is covered under the terms of this warranty. If a claim is necessary, the dealer will contact Retrax. If it is impractical for the purchaser to return to the selling dealer, then the purchaser may contact Retrax directly at **1-800-206-4070**. The defective part, along with a copy of the original bill of sale, must be returned prepaid to Retrax at **917 S. 46th St. Grand Forks, ND 58201**. At the manufacturer's discretion, photos, a copy of the original bill of sale and the serial number may be submitted in lieu of the returned damaged product to Retrax. After determining the validity of the warranty claim, Retrax will ship a replacement part prepaid to the customer. Labor costs to replace defective parts are the responsibility of the purchaser. If at any time you need warranty assistance please call **1-800-206-4070** or email us at **retrax@retrax.com** and one of our technical reps will be happy to help you. When calling or emailing, please be prepared to reference your part number and serial number.

## Conditions which will void all warranty:

- Lubrication of the rails or sealed ball bearings
- Altering the Retrax cover in any manner without written approval from the manufacturer
- Use for any purpose other than the normal intended use
- Misuse, negligence or accident
- Installation of any other part or accessory that comes in contact with, or may interfere with, the Retrax cover without written approval of the manufacturer
- Failure to register this warranty with the manufacturer within thirty (30) days from the date of delivery
- Failure to adequately secure cargo to prevent damage to the Retrax cover