

DEALER WARRANTY CLAIM PROCEDURE VS. IDEAL CARGO

1. Fill in the "BLUE" sections in the Ideal Cargo OFFICIAL "CLAIM REQUEST FORM".
2. Filling the "BLUE" sections and ALL FIELDS is MANDATORY. "RED" sections are for IDEAL CARGO INC. use only.
3. In the "DETAILED DESCRIPTION OF THE CLAIMS + PICTURES + SALE CONTRACT", we MUST receive a DETAILED DESCRIPTION, CLEAR AND VISIBLE PICTURES of the problem IN QUESTION, and either a COPY of the SALE CONTRACT or RECEIPT.
4. In the "MATERIAL AND LABOR COST ESTIMATION" (\$95.00/HOUR) section, you must PROVIDE the QUANTITY, NUMBER, DESCRIPTION, and PRICE (DEALER COST PRICE) OF EACH PART. Additionally, you must specify the AMOUNT OF TIME REQUIRED to process the customer warranty based on the IDEAL CARGO "FLAT RATE".
5. IDEAL CARGO requires 3 BUSINESS DAYS to ACCEPT or DECLINE a CLAIM request.
6. ONCE the REQUEST is ACCEPTED, IDEAL CARGO will issue a claim number that you must track throughout the warranty procedure. It is mandatory to SEND us a PART AND SERVICE ORDER (if the parts are not available in inventory) by referencing the CLAIM REQUEST number provided by Ideal Cargo as the P.O.
7. Once the PART AND SERVICE ORDER is received by IDEAL CARGO, our PART AND SERVICE department will PREPARE the PARTS and SHIP them to you so that you can PROCEED with the REPAIR.
8. ALL PARTS and LABOR TIME will be BILLED to your account. Once the repairs are completed and confirmed as QUALITY DEALERSHIP WORK, please provide a picture and the part serial number if applicable (e.g., for the axles). To maintain a balanced account, you are required to re-invoice us for the same amount initially invoiced by IDEAL CARGO. (IDEAL CARGO must invoice each claim, as it is the only method to accurately track warranty claims, thereby ensuring that repairs are genuinely conducted without any potential misuse from the dealership).
9. After the repair is completed and confirmed as QUALITY DEALERSHIP WORK, you will receive credit within 3 business days following receipt of proof.
10. In order for your request to be processed adequately and efficiently, ALL DOCUMENTS: CLAIM, PHOTOS, PROOF of GOOD WORK, and other RELATED DOCUMENTS must be MANDATORILY sent to SERVICE@IDEALTRAILER.COM. IDEAL CARGO INC. will send you an ACKNOWLEDGEMENT OF RECEIPT once your request is COMPLETELY received
11. If an INVOICE is issued by IDEAL CARGO, and after 3 MONTHS we still have not RECEIVED proof that the WARRANTY has been EXECUTED for the final customer... the INVOICE must be paid in FULL resulting in a loss for the IDEAL CARGO DEALERSHIP.
12. It is PARAMOUNT that the CLAIM REQUEST PROCEDURE be followed closely to ensure customer satisfaction.



RATE STRUCTURE – IDEAL CARGO WARRANTIES

FLATE RATE

The following is the rate structure for refunds of Idéal Cargo warranties. This simple and efficient overview document was developed in partnership with some of our suppliers to help manage your warranty claims. In the following pages, you will find the amounts and timeframes established for all warranty claims.

This document should be given to service managers.

Please contact us if you have any questions regarding warranty processing.

Thank you for your cooperation!

« FLATE RATE »

IDÉAL CARGO WARRANTIES

» BLADE/TORSION AXLES, TIRES AND BRAKES

Change a blade axle	\$120.00
Change a torsion axle 1 axle	90 min - 2 axles / 150 min
Change a blade 1 axle	90 min - 2 axles / 150 min
Weld a blade bracket	30 min
Weld a torsion axle	30 min
Change a ball bearing kit	60 min
Change a wheel hubcap	45 min
Change a back plate braking system	\$40.00 / Back-Plate
Change tire (direct installation)	\$10.00
Strip off the rim	\$10.00

» MANUAL AND ELECTRIC JACKS

Change a manual jack (1,500 lbs., 7,000 lbs. or 10,000 lbs.)	20 min
Change an electric jack	30 min
Change a gooseneck / fifth wheel jack	150 min

» HARDWARE, HINGES AND LOCKS

Change trailer tongue	30 min
Change an aluminum or zinc hinge	15 min / hinge
Change an aluminum or zinc bar lock	15 min
Change an aluminum or zinc cam lock	30 min
Change a flush lock	30 min
Change a compression lock	15 min
Change a T-bar	30 min
Change a flush lock component	15 min
Change a hasp assy	15 min
Change door weatherstripping	45 min

» DOUBLE DOORS / RAMPS AND SPRING KITS

Change a side or double rear door (amount x doors)	60 min
Change a door stop	30 min
Change ramp door springs	90 min
Adjust ramp door springs	60 min
Change a ramp door hinge	30 min
Change a ramp door (bottom or seal) lap	45 min
Adjust side door (when not closing properly)	30 min
Adjust a double door (when not closing properly)	30 min
Adjust a ramp door (when not closing properly)	45 min

» INTERIOR FINISHES

Change floor plywood	120 min
Change wall plywood	60 min
Change Luan moulding	30 min

» EXTERIOR FINISHES

Change sheet metal	150 min
Change a rear sheet metal corner	90 min
Change a front sheet metal corner	150 min
Reglue sheet metal (approx. 12")	45 min
RReglue a roof panel (infiltration on approx. 12")	60 min
Redo silicone joint (approx. 12")	15 min
Change moulding (approximately 6' of moulding)	30 min
Change a stone guard (regardless of model or dimension)	150 min
Change a ladder track	60 min
Change a ladder	60 min
Change a roof ramp	60 min
Change rear stabilizer jack	60 min
Change classic fibreglass cap	150 min

» 12-VOLT ELECTRICITY

Change a recessed or surface light or interior ceiling light	30 min
Change a 12-volt switch	30 min
Change an emergency brake switch (brake-way switch) (battery + switch)	30 min

» ELECTRICAL PROBLEMS

Any warranty claim for an electrical issue in a trailer will have to be accepted and evaluated by the manufacturer (presentation of the issue with photos) before the dealer even begins work, under risk of warranty refusal.

» FANS AND SIDE VENTS

Change one side fan	15 min
Change a manual roof fan	60 min
Change a 12-volt or 110-volt fan	90 min
Change a Max-Air cover	30 min

» SPECIALIZED STRUCTURES AND WELDING

Any warranty claim for repairing a structural failure will have to be accepted and evaluated by the manufacturer (presentation of the issue with photos) before the dealer even begins work, under risk of warranty refusal.

» WATER INFILTRATION PROBLEMS

Any warranty claim for an infiltration issue in a trailer will have to be accepted and evaluated by the manufacturer (presentation of the issue with photos) before the dealer even begins work, under risk of warranty refusal.

» TRANSPORTATION OF PARTS UNDER WARRANTY

Parts under warranty are shipped to you when a trailer is delivered or by COLLECT directly from the supplier to the dealer. Parts such as hinges, door stops, weatherstripping, lights, screws, and all standard Idéal Cargo parts must be kept in inventory at the dealers so that they are able to serve our customers well.

» WORKSHOP COSTS

Idéal Cargo pays no workshop fees to the dealer. The hourly rate paid to the dealer includes the dealer's workshop costs.

HOURLY RATE PAID TO THE IDÉAL CARGO DEALER: \$95.00 / HOUR