



TowSmart Custom Warranty

TowSmart Custom extends a limited warranty that TowSmart Custom hitches are free of defects in materials and workmanship for the lifetime of the hitches, from the date of the retail purchase by the original consumer of the product ("Original Consumer" or "you").

Notwithstanding the above limited warranty, TowSmart Custom extends a limited warranty over its components and parts and its finishings and coatings for a period of one (1) year from the date of the retail purchase by you.

This warranty does not extend to subsequent owners or users of this product. This warranty also does not cover products or equipment damaged due to normal wear and tear, environmental factors, accidental damage or misuse, abuse, or accident, including, but not limited to: Deterioration from wear or exposure; Normal maintenance; Overloading; The user's changes to the product or equipment; Failure to follow operating instructions; Improper installation; Improper or unauthorized repair or modification; or "Acts of God" or other contingencies beyond the control of TowSmart.

TowSmart will, at its sole option, provide one of the following remedies to whatever extent it shall deem necessary to satisfy a proper claim under this warranty:

1. Repair or facilitate the repair of any defective parts within a reasonable period of time, free of any charge of the necessary parts and labor to complete the repair and restore the product to its proper operating condition;
2. Replace the product with a replacement or a similar product of equal value deemed by TowSmart to perform substantially the same function as the original product; or
3. Refund the purchase price of the product.

Repair, replacement or refund in the manner provided above is your exclusive remedy and shall constitute fulfillment of all liabilities of TowSmart to you, whether based on contract or otherwise. TowSmart shall not be liable or assume responsibility for the loss of the use of any vehicle, loss of time, rental of vehicles, loss or damage to personal property, expenses such as gasoline, telephone, lodging, or towing, or any other incidental or consequential damages incurred as a result of the use or ownership of this product. Some states do not allow the exclusion or limitation of incidental or consequential damages, in which case the above limitation or exclusion may not apply to residents of such states. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

In order to submit a claim, the Original Consumer must be able to submit the original receipt of purchase as proof of purchase and to confirm that the Original Consumer still owns the product. To make a claim, please do one of the following:

1. Email the receipt and a letter of explanation to info@towsmart.com, or mail it to TowSmart, 30339 Diamond Parkway, Suite 105 Glenwillow, OH 44139.
2. Call: 844-295-9215

If you have any questions about this warranty, please email info@towsmart.com, or contact us at 844-295-9215.