



WARRANTY POLICIES AND PROCEDURES

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PRODUCT COVERAGE CHART

The following products are covered by the Carefree Major Product Limited Warranty:

PATIO AWNINGS

Apex	Altitude
Apex 2-Stage	Compass
Paramount	Eclipse
Mirage	Eclipse XL
Mirage 2-Stage	Longitude
	Travel'r
Freedom WM	
Freedom RM	Fiesta
Freestyle WM	Pioneer
Freestyle RM	Campout
Latitude Single Stage	
Latitude Dual Stage	

WINDOW AND OTD AWNINGS

Freedom WMNL
Marquee Window Awning
Marquee OtD Awning
SL Window Awning
SLXL Window Awning
Simply Shade
Freedom OtD
Latitude OtD
Manual OtD
Truckin Awn
Exterior Sunshade
Visors

SLIDEOUT COVERS

Alpine
Alpine XL
Ascent
Ascent XL
Slideout Cover
SOKIII
SOKIII XL
Roof Mount Slide Out (Australia Only)

"OtD" is an acronym for "Over the Door" Awnings

Contact Information:

<u>Information:</u>	www.carefreeofcolorado.com
<u>File Claims at:</u>	www.e-carefree.com
<u>Email:</u>	
Warranty:	warranty@carefreeofcolorado.com
Customer Service:	customerservice@carefreeofcolorado.com
<u>Phone:</u>	1-303-469-3324

MAJOR PRODUCT LIMITED WARRANTY FOR RETAIL CUSTOMERS

Carefree of Colorado (hereafter referred to as Carefree) warrants to the first retail Purchaser that the Carefree Product described in this manual is free of defects in material and workmanship within the terms and conditions as set forth below. Carefree's obligation under this warranty is limited to the repair or replacement, at Carefree's option, of any defective component with new or factory refurbished components.

THIS WARRANTY IS NOT TRANSFERABLE.

1. DURATION

- 1.1. One (1) year on parts, labor and standard freight for hardware, fabric and electronics.
- 1.2. Warranty duration is not extended by the length of time the product is not in use or the time that the purchaser is deprived the use of the product. Duration of coverage is determined by the date of the original product purchase, not the date of repairs.
- 1.3. Some Original Equipment Manufacturers (OEM's) may offer warranties that extend beyond the duration of this warranty.

2. WHAT IS COVERED UNDER THIS WARRANTY

Defects in the manufacturer's material and workmanship of product under normal use, and which occur within the duration of the warranty period. The following components are covered only as listed:

- 2.1. Fabrics – Free from quality defects (normal wear, pinholes and fading excluded).
- 2.2. Extrusions, Hardware and Springs - Free from defects.
- 2.3. Motor assemblies and Electronics - Free from defects.
- 2.4. Labor - Labor to replace or repair a defective component. Labor payment is based on the current Carefree Dealer Flat Rate Manual. Labor is not paid to access Carefree components when such components are installed in obscured locations.
- 2.5. Freight - Warranty part order shipments that qualify for freight to be prepaid by Carefree will be shipped Ground UPS or by a Common Carrier of Carefree's choice. Expedited freight is not covered under warranty; customer is responsible for any and all expedited freight charges.

3. WHAT IS NOT COVERED UNDER THIS WARRANTY

- 3.1. Damages not reported at time of purchase/receipt; including fabric damages such as pinholes and tears.
- 3.2. Damages or failures not related to the material or workmanship of the product including any failure that results from neglect, accident, wind, rain, water pooling, weather or other acts of God.
- 3.3. Purchaser's abuse, including but not limited to neglect; failure to operate, use or maintain the product in accordance with the instructions provided with the product and available on line at www.carefreeofcolorado.com.
- 3.4. Improper installation and/or any damage/failure that is a result of improper installation or adjustment of the product/component, including fabric damage.
- 3.5. Normal wear, including the occasional need to re-tension and/or adjust the product.
- 3.6. Any component not sold or manufactured by Carefree.
- 3.7. Any failure that results from the use of another manufacturer's product with a Carefree product that is not specifically approved in writing by Carefree.
- 3.8. Any incidental, indirect, or consequential loss, damage or expense that may result from any defect, failure, or malfunction of the Carefree product.
- 3.9. The removal or alteration of any product component or device. In the event of such removal or alteration, this warranty is void.
- 3.10. Any expense related to delivery or pick-up of product to/from the service dealer; including travel time, transport costs and/or service call charges.
- 3.11. Any Carefree product purchased on-line from a non-authorized dealer or third party reseller including salvaged, scratch and dent, discontinued or close-out product.
- 3.12. Product that is sold or transferred from the original retail purchaser. This warranty is not transferable.

4. RESPONSIBILITIES OF THE PURCHASER

IN ORDER FOR THE WARRANTY TO BE HONORED, THE PURCHASER MUST HAVE PROOF OF PURCHASE FROM AN AUTHORIZED CAREFREE SELLER: THE ORIGINAL RECEIPT OR THE PRODUCT WARRANTY REGISTRATION ON FILE AT CAREFREE. FAILURE TO PROVIDE THE REQUIRED DOCUMENTATION MAY DELAY OR VOID ANY WARRANTY CLAIM.

- 4.1. Retain dated proof of purchase for specified product, and provide it as requested.
- 4.2. Inspect the awning within 14 days of purchase/receipt to confirm the condition of the canopy, hardware and proper operation of product/components.
- 4.3. Perform recommended maintenance as specified in the product literature furnished with the product and available online at www.carefreeofcolorado.com.
- 4.4. Use reasonable care in the operation, use and storage of the product in accordance with the instructions contained in the product literature furnished with the product and available online at www.carefreeofcolorado.com.

5. WARRANTY CLAIM PROCEDURE

There are two methods for warranty claim procedures. For repairs by the product owner refer to 5.1. For service dealer repair refer to 5.2.

5.1. Owner Repair

- 5.1.1. A product owner that identifies a warranty defect and elects to perform the repair/replacement themselves may submit a request through www.carefreeofcolorado.com.
- 5.1.2. Warranty repairs performed by a product owner are not eligible for labor reimbursement.
- 5.1.3. Carefree specifically denies any liability for personal injury, property damage, economic or consequential losses that are the result of any actions by the product owner to make repairs.

5.2. Service Dealer Repair

- 5.2.1. Deliver any product claimed or found defective during warranty period to a Carefree authorized service dealer. Visit www.carefreeofcolorado.com for the name of nearest authorized service dealer.
- 5.2.2. Customer shall schedule a time with an authorized service dealer. Repair or replacement will be scheduled and performed at the authorized service dealer according to normal workflow and availability of replacement parts. Carefree is not able to schedule dealer appointments on behalf of the product owner.
- 5.2.3. *Dealer repairs must be performed by a Carefree authorized service dealer.* When an authorized service dealer performs warranty work/repair, the dealer is responsible for directly billing Carefree for the authorized warranted labor.
- 5.2.4. Carefree shall pay the respective servicing dealer for performing any repairs specifically authorized in writing by Carefree.
- 5.2.5. All warranty claims shall be paid to the authorized servicing dealer. Carefree does not provide reimbursement for warranty claims paid for by the customer.
- 5.2.6. The customer shall pay only those costs not covered by this warranty.

6. THIS WARRANTY GIVES THE OWNER SPECIFIC LEGAL RIGHTS. THE LAWS OF CERTAIN JURISDICTIONS MAY GRANT THE OWNER ADDITIONAL RIGHTS AND PRIVILEGES. Except as set forth above, Carefree makes no warranty, whether statutory or otherwise, including without limitation, any warranty of merchantability or fitness for a particular purpose. Carefree shall have no liability except to repair, replace or adjust defective products and parts. Carefree specifically excludes any liability, whether in contract, tort or otherwise, for personal injury, property damage, economic or consequential losses.

7. Carefree does not authorize any person or company to alter the terms of this warranty.

8. Carefree reserves the right to make changes in design and components, without notice, whenever it is believed the quality of the product will be improved, but without incurring any obligation to incorporate such improvements in any product that has been shipped or in service.

POLICIES AND PROCEDURES

1. Carefree's obligation under this warranty is limited to the repair or replacement, at Carefree's option, of any defective component with new or factory refurbished components.
 - 1.1. Factory refurbished parts and assemblies are reconditioned to meet or exceed the original manufacturing standards of the original component.
2. Carefree warranties are not transferable from the original purchaser.
3. The dealer and customer must inspect the awning upon purchase/receipt of the product to confirm the condition of the canopy, hardware and proper operation. Damages not reported within 14 days of receipt may not be covered.
4. Damages or failures not related to the material or workmanship of the product including any failure that results from neglect, accident, wind, rain, water pooling, weather or other acts of God are not covered by warranty.
5. Only parts and/or assemblies required to fix the specific approved warranty will be covered. Replacement of additional components up to and including complete product replacement are not covered without an express written prior authorization from Carefree.
6. In the case where a part is used out of the dealer's inventory, the dealer will be shipped the same replacement part. No credits or payments will be issued.
7. If Carefree authorizes a part or component to be replaced that has been custom painted to match the RV, warranty does not include reimbursement of custom painting.
8. Carefree replacement parts and/or purchased component(s) are warranted for parts and freight for one year from date of purchase. Original purchaser must retain proof of purchase or repair to validate date.
9. Original products and/or components must be kept available for inspection. Carefree may require original parts to be returned for inspection and/or photos of the product.
 - 9.1. For warranty claims on canopies, Carefree may require original parts to be returned for inspection and/or photos of the product. Carefree will order and send a new canopy to the authorized servicing dealer at no charge. If the fabric is found to be within the manufacturing tolerance and without the declared defect, the servicing dealer may be charged back for the replacement fabric and freight; and, the labor claim will be denied.
 - 9.2. When fabrics are returned for inspection, please circle or mark the reported defect.
 - 9.3. When it is necessary to return the original part, Carefree will arrange and pay for the return freight. An authorization number will be issued. The authorization number must be firmly affixed to the outside of the returned package and clearly visible upon receipt. If the return authorization is not on the package, it will not be accepted. (The only exception to this is a small item sent by mail addressed to an individual.) If a returned product or component tests good, the part(s) and freight may be billed back to the submitting dealer and the labor claim will be denied.
 - 9.4. Failure to return requested part(s), including fabrics, may result in the servicing dealer being charged back for the replacement parts and freight. The labor claim will be denied.
10. Labor is paid to an authorized Carefree service dealer based on the current Carefree Dealer Flat Rate Manual on page 7.
 - 10.1. Labor is not paid to access Carefree components when such components are installed in obscured locations. Example: Replacing a control module is covered but when the module is mounted beneath a dash, labor is not covered for removal of the dash to access the module.
 - 10.2. Any labor claims exceeding the established labor flat rate manual must be pre-approved with express written authorization from Carefree.
11. Warranty repairs performed by a product owner are not eligible for labor reimbursement.

12. Travel time or service call charges are not covered by warranty.
13. Authorized warranty replacement parts are shipped standard freight. Standard freight will ship by Ground UPS or by a common carrier of Carefree's choice.
 - 13.1. Expedited freight is not covered under warranty; the customer is responsible for any and all expedited freight charges.
14. Reimbursement of freight, when allowed, requires a copy of the original freight bill from the freight carrier. No reimbursement for C.O.D. charges. Parts that can be mailed or sent by UPS should not be returned via motor freight or the extra freight cost will be deducted from the claim.
15. In circumstances where a Carefree customer service representative cannot make a judgment call as to whether a product is covered under warranty, Carefree may send the replacement part out and invoice for it, then request the part in question to be returned to Carefree for inspection. Upon inspection, if the product is determined warrantable, credit will then be issued to the Distributor, then to the dealer. If the product or part is determined to not be covered under warranty, the dealer will be advised, and Carefree will arrange for the return of the customer's original product or part as requested, freight prepaid.
16. At the time the authorized warranty order is placed by Carefree, a warranty labor authorization number (AU#) will be issued. The AU# is valid for 60 days from date of issue unless special arrangements are made with Carefree prior to expiration.
 - 16.1. For labor reimbursement, the servicing dealer has 60 days from the date of issue of the AU# to submit a copy of the signed work order to Carefree; the work order must reference the AU#. Labor cannot be paid until Carefree receives a copy of the signed servicing dealer work order.
 - 16.2. All warranty authorizations are provided via E-Carefree or email. No verbal authorizations are accepted or provided.
 - 16.3. Carefree will reimburse dealers for approved repairs at the dealership's posted Flat Rate Labor dollar amount. The dealership flat rate amount is recorded and maintained in Carefree's data base with an approved date of acceptance.

Requests for labor rate increases will be reviewed no sooner than every two years from the posted date of acceptance. Dealers will need to send a written approval request to Carefree for review. Upon acceptance of a new labor rate, the dealer will be notified of the new rate and date of implementation. Requests made prior to the two year period will be denied and referred back to the dealer to resubmit after the two year period from the last accepted labor rate implementation or change.

The Labor Rate Change Request form is on page 6.
17. Retail customers are not to be charged for authorized warranty work. ALL reimbursement for authorized warranty work is between the authorized servicing dealer and Carefree. Carefree is unable to reimburse retail customers for warranty repairs.
18. For hidden damage, damage in shipping and freight related questions, refer to Freight Policies and Procedures.

CAREFREE WARRANTY POLICIES AND PROCEDURES MANUAL

DEALER FLAT RATE LABOR INCREASE REQUEST FORM

(Please Print)

DATE: _____

DEALERSHIP: _____ CAREFREE DEALER NUMBER _____

Address: _____ City: _____ State: _____ Zip: _____

Service Manager: _____ Phone: _____ Email: _____

Warranty Administrator: _____ Phone: _____ Email: _____

of Technicians on Staff _____

RVIA/RVDA certified as "Certified Technician" _____ # RVIA/RVDA certified as "Master Certified": _____

Survey Section (required):

List the 3 closest RV Dealers with Name, Phone and their posted Flat Rate Labor Amount

Dealership: _____ Phone: _____ Posted Rate: \$ _____

Dealership: _____ Phone: _____ Posted Rate: \$ _____

Dealership: _____ Phone: _____ Posted Rate: \$ _____

Current Posted Flat Rate Labor/Hour \$ _____ Carefree Approval Date (if applicable): _____

Requested Flat Rate Labor/Hour \$ _____

(For Carefree Office Use)

Carefree Approved Flat Rate Labor/Hour \$ _____ Effective Date: _____

Denied

Reasons _____

Carefree of Colorado will review all labor rate increase requests and document the request in Carefree's database. Dealers will be notified in writing of Carefree's response to the submitted request (generally this will be a reply via email to the dealership employee who submitted the increase request initially) in a timely manner.

Once Carefree approves and enters a dealers Flat Rate amount, the dealer's Carefree Flat Rate amount will be locked in for a period of a minimum of two years from the effective date.

Any requests received before the two year period has elapsed from a previously authorized effective date, will be documented in Carefree's database as an early request and denied with instructions to resubmit after the two year period has elapsed.

Requests for labor rate increases received after the two year period will be evaluated on a case by case basis taking into account: the current RV business climate; the submitting dealer's direct competition; flat rates in the immediate territory; the dealer's number of available technicians and their training level; and, the dealership's current business status with Carefree of Colorado.

A timely submission for an increase request after two years from the original effective date is not a guarantee that an increase will be honored, or approved at the rate the dealership is requesting. Carefree reserves the right to set an approved flat rate labor amount for each dealer and the policies and procedures of Carefree of Colorado's warranty and dealership agreements are always subject to change at Carefree of Colorado's discretion at any time.

FLAT RATE MANUAL

All Warranty Labor operations require Carefree Prior Authorization. To start a Pre-Authorization request, dealers can log on to www.e-carefree.com or contact us via email.

Carefree of Colorado supports and relies on our valued dealer partners to adequately train service technicians to be able to diagnose and repair Carefree of Colorado products. To assist our valued dealer partners, Carefree of Colorado offers the following technical assistance formats:

- Current Product(s) Service and Installation Manuals are available at www.e-carefree.com/ecarefree30/product-library
- Technical videos available at www.youtube.com/user/CarefreeofCO
- Technical Support Phone 303-469-3324 available M-F 8am to 5pm
- Email: warranty@carefreeofcolorado.com

Product	Work Performed	Labor Allowed	Pre-Auth Required	Pictures	Picture notes	Return Required
Manual Patio Fiesta Pioneer	Replace canopy, alumaguard/uniguard	1.5	Y	Y	Show defect in fabric and/or wrap	
	Replace gear/crank assembly (Pioneer)	0.5	Y	Y		
	Replace spring	0.5	Y	Y		
	Replace roller tube	1.5	Y	Y	Show defect in roller tube	
	Replace 1/2 set of arms	0.5	Y	Y	Show arms opened and closed	
	Replace remote lock	0.2	Y	Y		
	Replace black locking knob	0.2	Y	Y		
	Replace brace slider	0.2	Y	Y		
	Replace bottom/top bracket	0.2	Y	Y		
	Replace travel lock	0.2	Y	Y		
	Replace handle	0.2	Y	Y		
	Replace canopy clamp	0.2	Y	Y		
	Replace complete product	2	Y	Y		
	Altitude	Replace canopy	1.5	Y	Y	Show defect in fabric
Replace motor		0.5	Y	Y		
Replace roller tube		1.5	Y	Y	Show defect in roller tube	
Replace 1/2 set of arms		0.5	Y	Y	Show arms opened and closed	
Replace gas strut		0.2	Y	Y		
Replace pitch adjustment assembly		0.2	Y	Y		
Replace motor/idler cover		0.2	Y	Y		
Replace switch		0.3	Y	Y		
Replace LED lights		0.5	Y	Y		
Replace complete product		2	Y	Y		
Compass	Replace canopy	1.5	Y	Y	Show defect in fabric	
	Replace motor	0.5	Y	Y		
	Replace roller tube	1.5	Y	Y	Show defect in roller tube	
	Replace 1/2 set of arms	0.5	Y	Y	Show arms opened and closed	
	Replace gas strut	0.2	Y	Y		
	Replace pitch adjustment assembly	0.2	Y	Y		
	Replace motor/idler cover	0.2	Y	Y		
	Replace switch	0.3	Y	Y		
	Replace speaker assembly	0.3	Y	Y		
	Replace LED lights	0.5	Y	Y		
	Replace complete product	2	Y	Y		

CAREFREE WARRANTY POLICIES AND PROCEDURES MANUAL

Product	Work Performed	Labor Allowed	Pre-Auth Required	Pictures	Picture notes	Return Required	
Eclipse	Replace canopy/alumaguard/uniguard	1.5	Y	Y	Show defect in fabric and/or wrap		
	Replace motor	0.5	Y	Y			
Eclipse XL	Replace roller tube	1.5	Y	Y	Show defect in roller tube		
	Replace 1/2 set of arms	0.5	Y	Y	Show arms opened and closed		
	Replace gas strut	0.2	Y	Y			
	Replace switch	0.3	Y	Y			
	Replace DR control module	0.5	Y	Y	Show module wiring before R&R		
	Replace LED lights	0.5	Y	Y			
	Replace complete product	2	Y	Y			
Longitude	Replace canopy	1.5	Y	Y	Show defect in fabric		
	Replace motor	0.5	Y	Y			
	Replace roller tube	1.5	Y	Y	Show defect in roller tube		
	Replace 1/2 set of arms	0.5	Y	Y	Show arms opened and closed		
	Replace gas strut	0.2	Y	Y			
	Replace pitch adjustment assembly	0.2	Y	Y			
	Replace motor/idler cover	0.2	Y	Y			
	Replace switch	0.3	Y	Y			
	Replace speaker assembly	0.3	Y	Y			
	Replace LED lights	0.5	Y	Y			
	Replace complete product	2	Y	Y			
Travel'r	Replace canopy/alumaguard/uniguard	1.5	Y	Y	Show defect in fabric and/or wrap		
	Replace motor	0.5	Y	Y			
	Replace roller tube	1.5	Y	Y	Show defect in roller tube		
	Replace 1/2 set of arms	0.5	Y	Y	Show arms opened and closed		
	Replace gas strut	0.2	Y	Y			
	Replace arm rollers (per arm)	0.2	Y	Y			
	Replace switch	0.3	Y	Y			
	Replace LEDs	0.5	Y	Y			
	Replace DR control module	0.5	Y	Y	Show module wiring before R&R		
	Replace complete product	2	Y	Y			
Latitude	Replace canopy	1.5	Y	Y	Show defect in fabric		
	Single Stage	Replace motor	0.5	Y	Y		
		Replace roller tube	1.5	Y	Y	Show defect in roller tube	
	Dual Stage	Replace 1/2 set of arms	0.75	Y	Y	Show arms opened and closed	
		Replace Wall Bracket	0.5	Y	Y		
	OtD	Replace gas strut	0.2	Y	Y		
		Replace Midrail (Dual Stage only)	0.5	Y	Y		
		Replace motor/idler cover	0.2	Y	Y		
		Replace DR control module	0.5	Y	Y	Show module wiring before R&R	
		Replace switch	0.3	Y	Y		
		Replace LED lights	0.5	Y	Y		
		Replace complete product	2	Y	Y		

CAREFREE WARRANTY POLICIES AND PROCEDURES MANUAL

Product	Work Performed	Labor Allowed	Pre-Auth Required	Pictures	Picture notes	Return Required
Freedom WM	Replace canopy	1.5	Y	Y	Show defect in fabric	
	Replace manual crank assembly	0.5	Y	Y		
Freedom RM	Replace motor	1	Y	Y	Show wiring where main harness attaches to motor leads	
	Replace roller tube	1.5	Y	Y	Show defect in roller tube	
Freestyle WM	Replace spring arm	0.5	Y	Y		
	Replace knuckle	0.5	Y	Y		
Freestyle RM	Replace Wire Harness (w/wo LED)	0.5	Y	Y		
	Replace DR control module	0.5	Y	Y	Show module wiring before R&R	
	Replace switch	0.3	Y	Y		
	Replace LED lights	0.5	Y	Y		
	Replace complete product	2	Y	Y		
Apex	Replace canopy	1.5	Y	Y	Show defect in fabric	
	Replace motor	1	Y	Y	Show motor removed from roll tube with crown and drive	
Apex Dual Stage	Replace roller tube	1.5	Y	Y	Show defect in roller tube	
	Replace spring arm	0.5	Y	Y		
	Replace knuckle	0.5	Y	Y		
	Replace DR control module	0.5	Y	Y		
	Replace LED lights	0.5	Y	Y		
	Replace complete product	3	Y	Y		
Mirage	Replace canopy	1.5	Y	Y	Show defect in fabric	
	Replace motor	1	Y	Y	Show wiring where main harness attaches to motor leads	
Mirage 2-Stage	Replace roller tube	1.5	Y	Y	Show defect in roller tube	
	Replace spring arm	0.5	Y	Y		
	Replace knuckle	0.5	Y	Y		
	Replace LED lights	0.5	Y	Y		
	Replace DR control module	0.5	Y	Y		
	Replace complete product	2	Y	Y		
Paramount	Replace canopy	1.5	Y	Y	Show defect in fabric	
	Replace motor	1	Y	Y	Show motor removed from roll tube	
	Replace roller tube	1.5	Y	Y	Show defect in roller tube	
	Replace spring arm	0.5	Y	Y		
	Replace knuckle	0.5	Y	Y		
	Replace DR control module	0.5	Y	Y		
	Replace LED lights	0.5	Y	Y		
	Replace complete product	3	Y	Y		
Campout	Replace Canopy	0.3	Y	Y	Show defect in fabric	
	Replace complete product	0.5	Y	Y		

CAREFREE WARRANTY POLICIES AND PROCEDURES MANUAL

Product	Work Performed	Labor Allowed	Pre-Auth Required	Pictures	Picture notes	Return Required
OtD - Motorized Marquee Freedom	Replace canopy	1.5	Y	Y	Show defect in fabric	
	Replace motor	1	Y	Y		
	Replace spring arm	0.5	Y	Y		
	Replace switch	0.3	Y	Y		
	Replace LED lights	0.5	Y	Y		
	Replace complete product	1.5	Y	Y		
OtD - Manual	Replace canopy	1.5	Y	Y	Show defect in fabric	
	Replace spring	0.5	Y	Y		
	Replace roller tube	1.5	Y	Y		
	Replace arm	0.5	Y	Y		
	Replace complete product	1	Y	Y		
Alpine Alpine XL Slideout Cover	Replace canopy	0.7	Y	Y	Show defect in fabric	
	Replace spring	0.5	Y	Y		
	Replace hardware assy (arms/brackets/end cap/cradle)	0.5	Y	Y		
	Replace plunger kit (Slideout Cover)	0.2	Y	Y		
	Replace complete product	1	Y	Y		
Ascent SOKIII	Replace canopy	0.7	Y	Y		
	Replace spring	0.5	Y	Y		
	Replace roller tube	0.7	Y	Y		
	Replace case or wind deflector	0.3	Y	Y		
	Replace center roller support (SOKIII only)	0.2	Y	Y		
	Replace end cap	0.2	Y	Y		
	Replace complete product	1	Y	Y		
Ascent XL SOKIII XL	Replace canopy	0.7	Y	Y	Show defect in fabric	
	Replace spring	0.5	Y	Y		
	Replace roller tube	0.7	Y	Y		
	Replace case or wind deflector	0.3	Y	Y		
	Replace center support (SOKIII only)	0.2	Y	Y		
	Replace center support plate (SOKIII XL only)	0.2	Y	Y		
	Replace end cap	0.2	Y	Y		
	Replace weather slat (Ascent only)	0.3	Y	Y		
	Replace complete product	1	Y	Y		
SL Window SLXL Window	Replace canopy	0.5	Y	Y	Show defect in fabric	
	Replace spring	0.5	Y	Y		
	Replace set of arms	0.25	Y	Y		
	Replace complete product	1	Y	Y		
Sunshade	Replace canopy	0.3	Y	Y	Show defect in fabric	
	Replace spring	0.3	Y	Y		
	Replace roller tube	0.3	Y	Y		
	Replace complete product	0.5	Y	Y		
Visors	Replace switch	0.3	Y	Y		
	Replace Motor	0.2	Y	Y		
	Replace complete product	0.5	Y	Y		

CAREFREE WARRANTY POLICIES AND PROCEDURES MANUAL

Product	Work Performed	Labor Allowed	Pre-Auth Required	Pictures	Picture notes	Return Required
Truckin Awn	Replace canopy	0.5	Y	Y	Show defect in fabric	
	Replace spring	0.3	Y	Y		
	Replace roller tube	0.5	Y	Y		
	Replace arm	0.2	Y	Y		
	Replace complete product	1	Y	Y		
Carefree Connects	Replace BT12 wireless control module	0.5	Y	Y		Y
	Replace BT12 motion sensor	0.2	Y	Y		Y
	Replace Carefree connects accessory	0.3	Y	Y		Y

HOW TO FILE A WARRANTY CLAIM

Two methods are now available to file warranty claims with Carefree: On-line at www.e-carefree.com or by email (warranty@carefreeofcolorado.com). The preferred method is electronically through the e-carefree web site. The site has many tools for an authorized Carefree dealer. An authorized Carefree dealer can submit new claims, check the status of existing claims, review customer service comments and track orders.

FILING A CLAIM

1. For Electronic Filing - Logon to www.e-carefree.com, click on "NEW CLAIM" under the warranty section. Fill in the form with the required information. All fields flagged by a red asterisk are required. The warranty claim form cannot be submitted until all required information is entered.
2. For Email Filing - Completely fill out a copy of the Warranty Claim Form on page 13. Scan the form and email to Carefree at warranty@carefreeofcolorado.com. Include supporting documentation (i.e. pictures, videos, documents).
3. Carefree will review the request to determine the status of the claim. Carefree will respond with the following:
 - 3.1. Approved - When the claim is approved, Carefree will issue a labor authorization number (AU#) and ship the required parts at no charge.
 - 3.2. On Hold – Request for additional information.
 - 3.3. Denied - If the claim is not warrantable, the claim will be denied.
 - 3.4. For Electronic Filing - Servicing dealers that file online may review the status of a claim along with notes and comments. AU#s, requests and denials are posted to the web site.
4. Once repairs have been completed, the servicing dealer must send Carefree a signed copy of the work order. The work order must reference the AU#. Scan the work order and email to (warranty@carefreeofcolorado.com).
5. Payment for labor will be sent to the servicing dealer via US mail.

IMPORTANT NOTES:

1. **An incomplete Claim Form may result in a delay of processing.**
2. **The Labor Authorization Number (AU#) is valid for 60 days from date of issue.** For labor reimbursement, the servicing dealer has 60 days from the date of issue of the AU# to submit a copy of the signed work order to Carefree; the work order must reference the AU#. Labor cannot be paid until Carefree receives a copy of the signed servicing dealer work order. CLAIMS WILL BE VOIDED AFTER 60 DAYS unless prior arrangements are made with Carefree.
3. **Do not submit the warranty claim form more than once.** Do not attempt to send copies of submitted claims. Duplicate or repeated claims that are received will result in charges for products and components shipped.

CAREFREE WARRANTY POLICIES AND PROCEDURES MANUAL

WARRANTY CLAIM FORM

NOTE: Incomplete Claims Cannot Be Processed

WORK ORDER/REPAIR ORDER # _____

REPAIR DATE: _____

<u>DEALER INFORMATION:</u>		CAREFREE DEALER NUMBER _____	
Name: _____		Contact: _____	
Address: _____		City: _____	State: _____ Zip: _____
Phone: _____	FAX: _____	Email: _____	
<u>CUSTOMER INFORMATION:</u>			
Name: _____		Original Owner:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Date of Purchase: _____			
Vehicle Make: _____		Vehicle Model: _____	Vehicle Year: _____
Carefree Arm Hardware Serial #: _____		Carefree Arm Hardware Part #: _____	
Carefree Roller/Fabric Serial #: _____		Carefree Roller/Fabric Model #: _____	
<u>DESCRIPTION OF MANUFACTURER'S DEFECT</u>			
Complaint: _____			
Cause: _____			
Correction: _____			
Flat Rate Labor Time (From Carefree Flat Rate Manual): _____		(Hour)	
Carefree Approved Dealers Labor Rate: _____		\$ _____	(per Hour)
Total Labor Amount for Claim: _____		\$ _____	

REPLACEMENT PARTS NEEDED

<u>Part Number</u>	<u>Description</u>

At the time the authorized warranty order is placed by Carefree, a warranty labor authorization number (AU#) will be issued. The AU# is valid for 60 days from date of issue unless special arrangements are made with Carefree prior to expiration.

For labor reimbursement, the servicing dealer has 60 days from the date of issue of the AU# to submit a copy of the signed work order to Carefree; the work order must reference the AU#. Labor cannot be paid until Carefree receives a copy of the signed servicing dealer work order.

All warranty authorizations are provided in writing via email or through www.e-carefree.com. No verbal authorizations are accepted or provided.

Submitting this claim constitutes an agreement to the terms and conditions of the Carefree warranty policy and guidelines. Carefree warranty and policies can be found in "070000-009 Book 9-Warranty" available on-line at www.e-carefree.com.

**Email the completed form to Carefree at warranty@carefreeofcolorado.com.
Include supporting documentation (i.e. pictures, videos, documents).**