



SERVICE & WARRANTY POLICY COMMUNICATION

Valued Load King Dealers/Customers

We know that when you are having problems with or questions about your trailer, you want a quick and easy way of resolving it and getting answers. These steps below should help with getting you timely answers and solutions:

Service Question:

- 1.) Call us at **1-888-264-5522** press **5** to get to the Service Department
- 2.) Please provide us with the last **5 digits** of your Trailers' Serial Number
- 3.) Depending on your question, I may need more detail, but we will work together on that so that we can get the answers that you need.
- 4.) If the outcome of your conversation with the Service Manager is that you will need some parts for your trailer, the Service Manager will work with you and the Parts Department to get your order in place.

Warranty Request:

- 1.) Call us at **1-888-264-5522** press **5** to get to the Service Department
- 2.) Please provide us with the last **5 digits** of your Trailers' Serial Number
- 3.) Typically when we are discussing work and parts to go under warranty we will need some pictures to go along with the background. This helps us not only in the initial conversation about what happened, but helps us in the Service department determine if there are production or communication changes needed to help eliminate this problem from reoccurring.
- 4.) Work with the Service Manager with the details of your warranty, once determined that this fits under Warranty, the Service Manager will provide you with an **SCO number**. This number is what you will need when you file your Warranty Claim. This is important, the SCO is the key to getting a quick reimbursement of expenses directly associated with the service problem on the trailer.

I look forward to working with you on your Load King Trailer:

Service and Warranty Manager,
Load King Trailers