

## STEPS TO FILE A CLAIM

1. Notify GG Trailers' Department via email using [info@ggtrailers.com.mx](mailto:info@ggtrailers.com.mx) or call (866) 197 1350 Ext.1 immediately upon discovery.
2. Customer Service will contact you as soon as possible. A claim form will be provided to start the process.  
With no exceptions, this form must be completed.
3. Provide the following information on the form:
  - Vehicle Identification Number, Serial Number, Model, and Year of Manufacture of the equipment.
  - Company and contact Info submitting the claim.
  - Description of the defect.
  - Photographs of the defect area.
  - Location of the equipment.
4. If the Claim meets The Purchase and Sale Agreement's warranty terms, GG Trailers will cover the claim and offer a solution that most fits the inconvenient.
5. GG Trailers may require that the components be returned to plant for further inspection, this taking preventive actions that address the root cause.
6. All warranty work must be notified to GG Trailers, specifically to the Operations Manager or/and Customer Service.
7. Any discrepancy found in the warranty claim that was an unauthorized work by GG Trailers may delay processing claim.
8. If you have any questions on the Warranty Policy please contact the Warranty Department [mramirez@ggtrailers.com.mx](mailto:mramirez@ggtrailers.com.mx) / [jledezmac@cegimsa.com.mx](mailto:jledezmac@cegimsa.com.mx)
9. If the defective component is manufactured by our supplier/vendor, we will help you file the claim and work in collaboration during the full process under their terms.

**ANY WORK PERFORMED WITHOUT PRIOR AUTHORIZATION OF THE WARRANTY DEPARTMENT WILL NEED PROPER DOCUMENTATION TO PROCESS THE CLAIM.**

