

ULTIMATE CONNECTION WARRANTY

July 2021

Here at Andersen Manufacturing, Inc. (d.b.a. Andersen Hitches), we take pride in our craftsmanship and stand behind our products. Below you can view the warranty policy regarding your Andersen Ultimate 5th Wheel Connection.

If you are experiencing any issues at all with your Andersen Ultimate 5th Wheel Connection, we want to know. For additional information and questions regarding our warranty and claim procedures, please contact us at: customerservice@anderseninc.com or returns@anderseninc.com

PRODUCT Warranty

This warranty applies to the rail mount and gooseneck mount versions of the Andersen Ultimate 5th Wheel Connection. If your Ultimate Connection is proven to be defective, we will replace or repair the product and/or associated parts.

Warranty Summary:

- Lifetime Coverage on Ultimate Connection Base & Coupler Block
- 1 Year Coverage on the Remote Latch Cable
- Product must have been purchased from an Authorized Andersen Hitches Dealer
- Claims should be submitted to our Customer Service Department at: customerservice@anderseninc.com

ULTIMATE 5th WHEEL CONNECTION - WARRANTY PERIOD (from date of purchase): Base & Coupler Block – Lifetime / Cable – 1 Year

PLEASE RETAIN YOUR ORIGINAL BILL OF SALE AS YOU WILL NEED TO PRESENT IT SHOULD YOU REQUIRE SERVICE UNDER THIS WARRANTY.

LIMITED LIFETIME WARRANTY: Andersen Manufacturing, Inc. (hereinafter referred to as “ANDERSEN”) warrants specific Andersen brand products (“Products”) purchased directly from Andersen or an Authorized Andersen Dealer, in accordance with the terms and conditions detailed herein for the periods indicated below.

WARNING: IF YOU PURCHASE AN ANDERSEN PRODUCT FROM AN UNAUTHORIZED DEALER, YOUR ANDERSEN WARRANTY WILL NOT BE VALID.

SCOPE OF WARRANTY: Commencing with the date of retail purchase and continuing for the periods specified in the Warranty Period table below, this Limited Warranty is extended to the original purchaser (“BUYER”) only and warrants the Product against latent defects in materials and workmanship under normal use and service (rust, corrosion and ordinary wear and tear excepted) and is subject to the Exclusions and Limitations set forth below. A dated purchase receipt or bill of sale, or other proof of the purchase date, is required for Warranty service. If the Product is determined to be latently defective, ANDERSEN will, at its own discretion, replace or repair the Product and/or associated parts.

This Limited Warranty applies only to authentic Products manufactured and/or distributed by ANDERSEN. It does not apply to non-ANDERSEN supplied goods, even if they are packaged or sold with ANDERSEN branded Products or falsely identified as ANDERSEN Products. While some non-ANDERSEN supplied goods sold with an ANDERSEN Product may be covered by their own warranties, ANDERSEN, to the extent permitted by applicable law, provides such third-party products “AS IS”.

EXCLUSIONS and LIMITATIONS: IF YOU PURCHASE AN ANDERSEN PRODUCT FROM AN UNAUTHORIZED DEALER, YOUR ANDERSEN WARRANTY WILL NOT BE VALID, please use our List of Authorized Dealers or our Authorized Dealer Locator.

BUYER is responsible for maintenance checks to the Product on a regular basis. It is also the responsibility of the BUYER to have the trailer braking system checked and maintained on a regular basis. Damages resulting from failure to perform these maintenance checks shall not be covered by this Warranty.

As the condition of trailers and vehicles used with the ANDERSEN Product is beyond ANDERSEN’s control, ANDERSEN cannot and does not warrant or assume liability for damages incurred to trailers or vehicles during use of the Product.

ANDERSEN does not warrant against discontinuation of Product, defects in items or components not manufactured by ANDERSEN, or against damages resulting from use of such non-ANDERSEN made products or components. ANDERSEN passes on to BUYER the warranty it received (if any) from the maker of any non-ANDERSEN made products or components.

This Limited Warranty does not apply to any Product upon which repairs have been affected or attempted by persons other than those in possession of written authorization from ANDERSEN.

Additionally, this Limited Warranty does not apply with respect to any of the following:

1. Defects or damage resulting from improper installation, unauthorized alteration, unreasonable use, or improper maintenance including, but not limited to loading the Product beyond the Product’s rated load capacity.
2. Defects or damage caused by an accident, sudden impact arising from a collision, or other abnormal occurrences.
3. Defects or damage caused by fire, smoke, flood, water damage, lightning, or other acts of nature/acts of God.
4. Defects or damage caused by abuse, misuse, negligence, accident, unauthorized product modification or service, or failure to observe the instructions contained in the manual furnished at the time of original purchase.
5. Damage caused during shipment or handling.
6. Products purchased from anyone other than ANDERSEN or an Authorized Andersen Dealer. If you are uncertain as to whether a dealer is authorized, please visit our List of Authorized Dealers or contact our Customer Service Department.
7. Products that have been altered or repaired by anyone other than ANDERSEN or an Andersen Authorized Dealer in a manner that has affected the product’s performance, stability or reliability.
8. Any accessories or products attached to or used with ANDERSEN Products
9. Packing materials and cosmetic items like stickers.

10. Parts which have prescribed useful lives dependent upon the degree of their use, such as rubber pads, duffel bags, chemical products, etc.
11. Maintenance, cleaning or periodic check-ups.
12. Loss of keys to ANDERSEN's Stainless Steel Locking Pins.

THIS WARRANTY IS EXCLUSIVE. To the extent allowed by law, ANDERSEN shall not be liable for any incidental, consequential, or any other damages including, without limitation, breach of any implied warranty, merchantability, or fitness of the Product for a particular purpose. The sole and exclusive obligation of ANDERSEN shall be to repair or replace the defective Product in the manner stated above. ANDERSEN shall not have any other obligation with respect to the Product or any part thereof, whether based on contract, tort, strict liability, or otherwise. It is understood that the seller's liability, whether in contract, in tort, under any warranty, in negligence or otherwise, shall not exceed the return of the wholesale amount of the purchase price paid by the BUYER. Under no circumstances, whether based on this Limited Warranty or otherwise, shall ANDERSEN be liable for incidental, special, or consequential damages. The price stated for the Product is considered in limiting ANDERSEN's liability.

ANDERSEN's employees', representatives' or Dealers' ORAL OR WRITTEN STATEMENTS DO NOT CONSTITUTE WARRANTIES, shall not be relied upon by BUYER, and are not a part of the contract for sale or this limited warranty.

This warranty does not include labor charges nor does it include transportation charges for returning the Product to the consumer. Removal, shipping and installation of the replacement Product or replacement parts shall be at BUYER's expense.

OBTAINING WARRANTY SERVICE: For warranty service and returns please visit our website and click on "Warranty" at the bottom of the page, or contact our customer service department at 208-523-6460 or customerservice@anderseninc.com. Select warranty claims can be submitted digitally through the [warranty page](#).

Expanded Warranty

If your active trailer warranty from a trailer-frame manufacturer is denied due to the use of an Andersen Ultimate 5th Wheel Connection (Rail Mount or Gooseneck Mount), you are eligible for coverage under our expanded warranty.

Warranty Summary:

- Covers damage to the trailer, trailer-frame, and/or kingpin
- Claims should be submitted to our Customer Service Department at: customerservice@anderseninc.com
- During the claim process, be sure to include a written denial from the trailer-frame manufacturer regarding your active warranty, a copy of your warranty, & proof of purchase

As a manufacturer based in the USA, our goal is to support our dealers with quality products and service. With this expanded warranty policy, we hope to build on the confidence you have in us as your manufacturer.

SCOPE OF EXPANDED WARRANTY: If the original purchaser (“purchaser”) or dealer (on behalf of an original purchaser) is denied written warranty coverage by an RV manufacturer, trailer-frame manufacturer or ‘King Pin’ manufacturer, because of purchaser’s use of the Andersen Ultimate 5th Wheel Connection (gooseneck or rail mount) that has caused trailer-frame damage, and it is shown that the active (“active”) warranty was properly and legally voided by the manufacturer as a result of purchaser’s use of the Andersen Ultimate 5th Wheel Connection, then Andersen Manufacturing (d.b.a. Andersen Hitches) will reimburse purchaser the amount that would have been covered by the manufacturer’s original active warranty up to 70% current book value (retail book value of trailer, trailer-frame, and/or kingpin). If the cost exceeds 70% of the current book value, Andersen retains the right to purchase the trailer, trailer-frame, and/or kingpin up to 90% current book value.

CLAIM RULES & PROCEDURES: The original purchaser, or a dealer on purchaser’s behalf, must submit a written claim for warranty coverage to the appropriate manufacturer as specified by the manufacturer. If the manufacturer denies active warranty coverage (or active warranty service) due to the use of an Andersen Ultimate 5th Wheel Connection (gooseneck or rail mount), then Andersen Manufacturing will reimburse purchaser the amount that would have been covered by the manufacturer’s original active warranty, which means Andersen will either: reimburse original purchaser up to 70% current book value; or Andersen retains the right to purchase the trailer, trailer-frame, and/or kingpin up to 90% current book value, if reimbursement costs exceed 70% current book value.

EXCLUSIONS & LIMITATIONS: This expanded warranty does not cover claims for any items damaged as a result of improper installation, alteration, unreasonable use, or improper maintenance including, without limitation, loading the Ultimate 5th Wheel Connection beyond its rated load capacity, damages caused by an accident, sudden impact arising from a collision or other usual, abnormal, or unforeseen occurrences, including acts of God, defects in items or components not manufactured by Andersen, or against damages resulting from non-Andersen made products or components. This warranty also does not apply to any Ultimate 5th Wheel Connection that has been structurally modified or repaired.

This expanded warranty only applies if the trailer manufacturer denies an active trailer warranty due to a purchaser’s use of an Andersen Ultimate 5th Wheel Connection with their trailer. This means the trailer manufacturer’s warranty must not already be voided due to other circumstances such as warranty expiration. If the purchaser submits a warranty claim to Andersen regarding a trailer that has been voided for any other reason other than a trailer manufacturer’s written denial for the use of an Andersen Ultimate 5th Wheel Connection with the trailer; Andersen retains the right to deny the claim, as it does not fall within the scope of the expanded warranty.

Coverage on the trailer, trailer-frame, and/or kingpin is only eligible for the towing structural integrity of the trailer as defined by Andersen. Andersen reserves the right to deny any additional coverage that falls outside of the scope of towing structural integrity for the trailer.

Oral or other written statements by Andersen’s employees, representatives or dealers do not constitute warranties, and shall not be relied upon by Dealer or Buyer, and are not a part of this expanded warranty.

Andersen reserves the right at any time and without notice to modify, suspend, or discontinue the Expanded Warranty or Claim Rules & Procedures in whole or in part. The most recent version of the Expanded Warranty supersedes previous versions.