



Norstar Warranty Claim Best Practices.

Owner Edition

Welcome to the Norstar and Iron Bull team! While your Norstar Truck Bed and Iron Bull Trailer is designed to provide many years of trouble-free use, sometimes accidents happen. Please follow the below steps to get your warranty issue taken care of and your new favorite product back in action!

- Our Authorized dealers are the first point of contact you want to have. Many of our dealers have onsite repair shops, and a few have 3rd party shops that are authorized to work on our product. In most cases, once you contact them, they will work with you on any warranty repairs or assistance you may need. Working with our dealers will save you the hassle and out-of-pocket expense of warranty repairs.
- In some rare cases your dealer may be unavailable, when that happens give us a call at **1-877-595-3812** or text us at **903-201-3620** and we will walk through the warranty process together.
Note: On each Iron Bull trailer there is also a decal with our contact information and your roadside assistance number.

The warranty process is simple:

1. Fill out a short *warranty claim form* so we know exactly what went wrong and what you need to correct the problem. This can be sent to us via email at customerservice@norstarcompany.com or through online submission at <https://norstarcompany.com/warranty>

A copy of the claim form can be found online at <https://norstarcompany.com/warranty> or we can email you a copy.

2. Please take pictures of the damage or area of concern. You can send these images to us by email, text, or when filing online. If you send photos in via email or text, please include the last 8 of the VIN so we can pair it with your claim quicker.

3. If this claim pertains to 3rd party components, such as but not limited to: brakes, axles, tire/wheels, hydraulic pumps, or cylinders, a photo of the serial number of the component part will need to be submitted to complete a warranty claim and reimburse the labor. Many of our 3rd party vendors can handle the claims directly, and you will find instructions on submitting a claim at <https://norstarcompany.com/warranty#resources>. **Norstar is not liable for 3rd party components, but we will facilitate all warranty claims as a convenience to our customers.**

4. Once your warranty claim is entered, you will receive a copy of your claim number by email along with a summary of the next steps for your claim. The claim number makes it easy to obtain status updates.

5. You will have direct contact with the customer service rep assisting you. If your rep is unavailable, you can always reach out anytime and to any of our service reps. We will be happy to update you on any progress. Have your VIN# or claim ID ready.

6. Once your claim moves to the reimbursement stage, Norstar will reimburse you with a direct check. Please allow 30 business days for processing.

Note: To receive reimbursement for warranty claims related to a 3rd party component, you must submit the component manufacturer serial tag # and photos of the damage.