



**LIMITED WARRANTY ON  
MEALSTAR CONVERSION  
COMPONENTS AND ASSEMBLIES  
8/25/2020**

The Meal Star commercial conversion is a combination of components and materials that are assembled by the conversion company. Because there are numerous suppliers that provide different products, parts, and/or items for the conversion process, the warranties vary. The van warranty consists of the applicable chassis manufacturer's warranty and this conversion warranty.

**THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.**

**WE WARRANT THAT DURING THE WARRANTY PERIOD, THE PRODUCT WILL BE FREE FROM SUBSTANTIAL DEFECTS IN MATERIALS AND WORKMANSHIP.**

**WE LIMIT THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY.**

**SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**

**OUR RESPONSIBILITY FOR DEFECTIVE GOODS IS LIMITED TO REPAIR, REPLACEMENT, OR REFUND AS DESCRIBED BELOW IN THIS WARRANTY STATEMENT.**

**WHO MAY USE THIS WARRANTY?**

Patriot Companies LLC, a Washington limited liability company, located at address 31 Industrial Park Road, Wapato, Washington 98951-9025 ("we") extend this limited warranty only to the consumer who originally purchased the product ("you"). It does not extend to any subsequent owner or other transferee of the product.

**WHAT DOES THIS WARRANTY COVER?**

For the Warranty Period as defined below, this limited warranty covers substantial defects in materials and workmanship of non-OEM (original equipment manufacturer) and modifications completed during the conversion process (the "**product**"), provided that the vehicle is operated and maintained properly and in conformity with the owner's manuals.

**WHAT DOES THIS WARRANTY NOT COVER?**

This limited warranty does not cover:



31 Industrial Park  
Road  
Wapato, WA  
98951  
USA

PHONE (509) 949 4747  
FAX (509) 722 9004  
EMAIL [admin@patriotcompanies.us](mailto:admin@patriotcompanies.us)  
WEBSITE <http://patriotcompanies.us>

1. Any damage due to: (a) transportation; (b) storage; (c) improper use; (d) failure to follow the product instructions or to perform any preventive maintenance; (e) modifications; (f) unauthorized repair; (g) normal wear and tear; or (h) external causes such as accidents, poor maintenance, negligence, abuse, or other actions or events (e.g., act of god, war, or other casualty) beyond our reasonable control.
2. Normal wearing and/or aging of components, such as light bulbs, taillights, belts, driers, and filters ("**service parts**"), and expenses arising out of, or related to, normal maintenance, such as: cleaning interior/exterior, lubrication, and/or minor adjustments of moving parts, etc.
3. Repairs or product replacements made under warranty, for which this warranty will not extend beyond the original warranty period.
4. Down time, labor, rental of equipment, or loss of product when vehicle is out of service.
5. Travel costs incurred by its customer or contract dealers to make warranty repairs or replacements, including expenses arising out of, or related to, the transporting of the product to an approved service location for service (i.e., any and all incidental damages incurred.)
6. Damage or deterioration to the physical appearance of the product, if such damage is the result of normal use, wear and tear, or exposure to the elements.
7. Use of the product in a manner inconsistent with its design intentions or inconsistent with the manufacturer's instructions and recommendations, which use will void this warranty with respect to damage caused by or relating to such use.
8. Products and/or parts of the whole, which have been repaired, altered, or modified by any party other than an authorized distributor or authorized service center.
9. Accessories or parts not manufactured by us, including but not limited to: chassis and its component parts, even if they fail due to consequential or incidental damage.
10. Damage as a result of, or related to, the vehicle being towed or towing another vehicle.  
USING THE VEHICLE TO TOW ANOTHER VEHICLE IS PROHIBITED.

#### WHAT IS THE PERIOD OF COVERAGE?

This limited warranty starts on the date you accept delivery of the product, and lasts for (a) **two (2) years** or (b) **twenty-four thousand (24,000) miles**, whichever occurs first (the "**Warranty Period**"). The Warranty Period is not extended if we repair or replace the product. We may change the availability of this limited warranty at our discretion, but any changes will not be retroactive. Warranty coverage for service parts shall be **ninety (90) days** from the date in service.

#### WHAT ARE YOUR REMEDIES UNDER THIS WARRANTY?



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With respect to any defective product during the Warranty Period, we will, in our sole discretion, either: (a) repair or replace such product (or the defective part) free of charge or (b) refund the purchase price of such product.

With respect to labor for approved warranty work, we will reimburse you at factory-established labor rates multiplied by the Standard Repair Time (SRT) which will be agreed upon in advance by us with the authorized service center. No Labor allowance is provided for service part warranty.

#### **HOW DO YOU OBTAIN WARRANTY SERVICE?**

To obtain warranty service, you must call **(509) 949-4747** during the Warranty Period and request a Repair Authorization Number ("**RAN**"). Your customer service representative or sales manager will submit the request to the warranty department to obtain your RAN. No warranty service will be provided without a RAN. Failure to obtain a RAN may result in warranty denial. Our Service Department will then direct you to the nearest authorized service facility. **You must call for authorization to repair under terms of this policy.**

Warranty repairs may only be made only by an authorized distributor or authorized service center. To maintain the performance, reliability, and design integrity, we require the use of only genuine replacement parts. Failure to do either may result in denial of coverage. For claim processing and coverage determinations, as well as to support and improve our quality control measures, we may require the return of products for inspection to process and provide a determination regarding any claim.

#### **LIMITATION OF LIABILITY**

**THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT (e.g., DAMAGE TO VEHICLE, CONTENTS TO PRODUCT CARGO, EXPENSE FOR RENTAL OF OTHER EQUIPMENT OR THE COST OF TRANSPORTATION TO TRANSPORT THE PRODUCT TO AN AUTHORIZED SERVICE CENTER).**

**SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.**

#### **WHAT CAN YOU DO IN CASE OF A DISPUTE WITH US?**

The following informal dispute resolution procedure is available to you if you believe that we have not performed our obligations under this limited warranty:

Any dispute with respect to any of the matters set forth herein shall be submitted to binding arbitration in the State of Washington. Before arbitrating any dispute, however, the parties agree to attempt to resolve any dispute through a mediation process.



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If the dispute cannot be resolved through mediation, then either party may commence the arbitration by delivery of a written notice to the other, describing the issue in dispute and its position with regard to the issue, if the parties are unable to agree on an arbitrator within thirty (30) days following delivery of such notice, the arbitrator shall be selected by a Judge of the Superior Court of the State of Washington upon three (3) days' notice. Discovery shall be allowed in connection with any such arbitration to the same extent permitted by the Washington Rules of Civil Procedure, but either party may petition the arbitrator to limit the scope of such discovery, in which event the arbitrator shall determine the extent of discovery allowable in connection with the dispute in question. Except as otherwise provided herein, the arbitration shall be conducted in accordance with the commercial arbitration rules of the American Arbitration Association then in effect. The award of the arbitrator shall be final and binding, and judgment upon an award may be entered in any court of competent jurisdiction. The arbitrator shall hold a hearing, at which the parties may present evidence and argument, within thirty (30) days of his or her appointment, and shall issue an award within fifteen (15) days of the close of the hearing. In any such arbitration, the prevailing party shall be entitled to recover its costs, including, without limitation, reasonable attorney's fees, and the non-prevailing party shall pay all costs of arbitration, but if neither party is determined to be the prevailing party, each party shall bear its own costs and attorney's fees and one-half (1/2) of the costs of arbitration. Nothing contained in this section shall prevent either party from seeking a temporary restraining order, preliminary injunction, or similar injunctive relief from a court of competent jurisdiction to enforce the provisions hereof in the event that either party institutes an action in court for such relief or to compel arbitration to or enforce an award of arbitration, the prevailing party shall be entitled to recover its costs, including, without limitation, reasonable attorney's fees.

You must use this informal procedure before pursuing any legal remedy in the courts.



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