



FUTURA & SHIFTR[®]

2026 LIMITED WARRANTY (NZ)

Version: 1.1 – NZ Master Edition Effective Date: 1 January 2026

0. EFFECTIVE DATE

This Limited Warranty applies to all qualifying trailers that are either first sold and registered at retail in New Zealand on or after 1 January 2026; or designated by the Manufacturer as a 2026 or later model year trailer, regardless of retail sale date, until superseded.

1. DEFINITIONS

For the purposes of this warranty:

1.1 Original Purchaser: The first retail purchaser of a new trailer from an authorized Dealer or directly from Futura.

1.2 Business Purchase: Any acquisition of the trailer where the Purchaser claims a GST input tax credit, registers the trailer in a company name, or uses the trailer for any trade, commercial, fleet, rental, or income-generating activity.

1.3 Defect: A significant fault in materials or workmanship provided by the Manufacturer that existed at the time of delivery.

1.4 Normal Use: Operation of the trailer strictly within its rated Aggregate Trailer Mass (ATM), Gross Trailer Mass (GTM), and Gross Axle Weight Ratings (GAWR), and in accordance with the Owner's Manual.

1.5 Wear Items: Components expected to deteriorate or require replacement during the life of the product (e.g., brake pads, tyres, bearings, winch ropes).

2. WARRANTY PROVIDER

This warranty is provided by Futura Trailers Ltd (NZ).

3. SCOPE OF WARRANTY

Futura warrants that the trailer will be free from Defects in materials and workmanship under Normal Use for the periods specified below.

Axles are manufactured within specific engineering tolerances (camber/toe-in). Variations within these tolerances are not Defects.

4. WARRANTY TERM

Coverage commences on the date of the first retail purchase or handover.

Coverage Category	Personal / Consumer Use	Business / Commercial Use
Structural Frame	2 Years	6 Months
Aluminium Chassis (Futura)	5 Years	6 Months
Galvanised Chassis (SHIFTR)	5 Years	6 Months
Powder-Coat Finish	12 Months	6 Months
Winch & Hydraulics	12 Months	6 Months
General Components	12 Months	6 Months

5. REGISTRATION REQUIREMENT

Registration of the warranty within 30 days of purchase is a condition of this express Limited Warranty. Failure to register does not affect statutory rights but may limit access to this express Limited Warranty and may delay service processing.

Register at: futuratrailers.com or shiftrtrailers.co.nz

6. REMEDIES

If a warrantable Defect arises, Futura may, at its sole discretion:

1. Repair the defective part;
2. Replace the defective part; or
3. Reimburse the reasonable cost of repair.

6.1 Spare Parts & Timeframes

Futura reserves the right to use functional equivalent parts (new or remanufactured) to complete repairs. The Owner acknowledges that some proprietary components are sourced internationally, and reasonable timeframes for repair may include shipping times for such components. Repairs do not extend the original warranty term.

7. EXCLUSIONS (WHAT IS NOT COVERED)

This Limited Warranty does NOT cover:

7.1 Wear Items

Tyres, bearings, brake linings, magnets, bushings, batteries, and winch ropes.

7.2 Misuse

Overloading, improper load distribution, off-road use, or exceeding tow vehicle ratings.

7.3 Environmental & Finish

- (a) White Rust (zinc oxidation), staining, or discoloration of galvanized surfaces resulting from environmental exposure, moisture entrapment (including

storage under non-breathable covers/tarps), or improper storage ventilation is considered normal weathering and is not a warrantable Defect.

- (b) Damage to surface coatings (galvanizing, powder coat, or anodizing) caused by stone chips, road debris, gravel impact, or abrasion is considered 'fair wear and tear' and is not a manufacturing defect.
- (c) Deck Damage (Aluminium Deck Use Limitations): Trailers fitted with aluminium deck surfaces are engineered exclusively for the transport of road vehicles fitted with pneumatic rubber tyres that distribute load evenly across the deck surface.
- (d) Aluminium decks are not designed for, and must not be used to carry: Tracked vehicles, machinery, or equipment, Forklifts, pallet jacks, or industrial handling equipment, Palletised goods, machinery on steel feet, stands, skids, or point supports, Loads incorporating solid tyres, steel wheels, dollies, castors, or similar concentrated contact points.

Note: Typical acceptable loads include passenger cars, performance vehicles, classic vehicles, and light commercial vehicles fitted with compliant pneumatic tyres and correctly secured in accordance with the Owner's Manual.

7.4 Modifications

Unapproved welding, drilling, cutting, or installation of aftermarket accessories.

7.5 Force Majeure

Damage from accident, fire, flood, storm, hail, theft, or vandalism.

7.6 Enclosed Trailer Fabric Systems

Super Tourer trailers are subject to additional use limitations, care requirements, and exclusions in relation to fabric side panels, zips, and associated flexible enclosure components.

Fabric systems, including zips, are not structural components and are not warranted against cosmetic wear, environmental exposure, ageing, or damage resulting from use or storage conditions.

Full details are set out in the document titled **"Super Tourer Fabric System | Use, Care & Warranty Exclusions"**, available [here](#), which forms part of the Owner's Manual package.

8. OWNER RESPONSIBILITIES

To maintain this warranty, the Owner must:

- Perform routine maintenance as outlined in the Owner's Manual.
- Regularly wash the trailer to prevent corrosion (especially in coastal areas).
- Keep records of service and maintenance.

8.1 Wheel Fastener Safety (Lug Nuts)

The Owner is responsible for maintaining wheel lug nut torque. Lug nuts must be torqued to specifications and checked at 20 km, 50 km, and 100 km after purchase or wheel removal, and before every tow.

8.2 Wheel Separation

Damage resulting from wheel separation ("wheel-off") is strictly excluded where evidence exists of maintenance neglect (e.g., elongated mounting holes or fatigue-snapped studs).

9. WARRANTY CLAIM PROCEDURE

Claims must be submitted as soon as reasonably practicable (within 10 days of discovery).

- Submit to: An authorized Futura Dealer or trailers@futuratrailers.com. or shiftrtrailers.co.nz
- Required Info: Proof of purchase, VIN, description of defect, and clear photographs.

10. TRANSPORT COSTS (RETURN TO BASE)

Warranty service is strictly "Return-to-Base". The Owner must deliver the trailer to an authorized Futura Dealer or the Futura Factory at the Owner's expense.

- Futura will not accept liability for freight, towing, travel costs, or accommodation.
- Where a defect is minor or can be remedied by a local agent, Futura may, at its sole discretion, authorize local repair to mitigate transport costs, but this does not constitute a waiver of the Return-to-Base policy.

- For consumer purchases, Return-to-Base requirements will be applied in a manner consistent with the Consumer Guarantees Act 1993, including the reasonableness of access to a remedy.

11. CONSUMER GUARANTEES ACT 1993

For consumers, this warranty is in addition to rights under the *Consumer Guarantees Act 1993* (CGA). Nothing in this warranty limits or affects those statutory rights.

12. BUSINESS USE EXCLUSION (CONTRACTING OUT)

Where the Original Purchaser is acquiring the trailer for the purposes of a business or trade (Business Purchase), the parties acknowledge and agree that:

1. The goods are being supplied and acquired in trade;
2. The parties are in trade and agree to contract out of the provisions of the *Consumer Guarantees Act 1993*; and
3. It is fair and reasonable that the provisions of the *Consumer Guarantees Act 1993* are excluded.

13. LIMITATION OF LIABILITY

To the fullest extent permitted by law, Futura is NOT liable for incidental or consequential losses, including but not limited to:

- Loss of use, income, revenue, or profit.
- Rental charges for substitute equipment.
- Towing, recovery, or storage fees.
- Damage to the towed vehicle, cargo, or tow vehicle.

14. GOVERNING LAW

This Limited Warranty is governed by the laws of New Zealand. Disputes arising under this warranty shall be resolved in New Zealand courts or tribunals.

15. ACCEPTANCE

By registering this trailer or submitting a warranty claim, the Purchaser acknowledges they have read, understood, and accepted the terms, limitations, and exclusions of this Limited Warranty.

*The current controlling version of this warranty is always published at
<https://www.futuratrailers.com> and shiftrtrailers.co.nz*