

SERVICE WARRANTY PROCEDURES

WHAT TO DO WHEN A CUSTOMER COMES TO YOU FROM ANOTHER FACILITY FOR WARRANTY RELATED SERVICE REPAIRS.

- Obtain a copy of the customer's original invoice and warranty document.
- Verify less than the specified warranted time or miles have elapsed since the date and mileage documented on the original repair invoice.
- Confirm the original repair facility is further than 25 miles from your facility.
- Perform the proper diagnostic procedures and document any defects found with the original repair or service. Assemble an estimate for the corrective repairs.
- Call the Warranty Administrator at **800-351-8565** **prior to performing any warranty repairs** and advise the Administrator of your findings.
- If the claim is deemed valid, obtain a record number from the Administrator for the repairs.
- Upon completion of the repairs, fax a copy of the customer's original repair invoice and the new repair invoice to the Warranty Administrator.
- Upon receipt of the invoices, the Administrator will call you back and provide you a credit card number with which to apply the charges. You may also request that a check be mailed to you. The Warranty Administrator will issue a check, if not paid by credit card, for the authorized service within 5 days of receiving the proper documentation.

All claims must be submitted for reimbursement within 90 days of the date the warranty repairs were completed. Failure to submit the required invoices within 90 days will void the claim.

Warranty Center Fax Number: 866-658-1246

**Warranty Center Mailing Address: Program Administrator
P.O. Box 33535
Denver, CO. 80233**

Warranty Center hours:

8:00 a.m. to 8:00 p.m. Monday through Friday (Eastern Time)

Saturdays 9:00 a.m. to 6:00 p.m. (Eastern Time). Closed on Sundays and holidays.