

Warranty Claim Application

IMPORTANT - FOR A WARRANTY CLAIM TO BE CONSIDERED

1. The customer must have activated their warranty, via warranty registration, in order for the warranty claim to proceed.
2. The claim must be submitted within 30 days of product failure.
3. The claim form must be **completely** filled out.
4. Serial number must be provided for the machine.
5. Photos clearly showing all defective parts must be obtained and attached to this form. The customer must keep all parts until the claim has been processed.
6. A wholesale invoice must be attached to this form to support replacement parts purchased locally.
7. Parts and labour must be obtained within the warranty period.
8. All claims are subject to a review process and will be checked for clarity of content.

**** Failure to follow the steps outlined above may result in the warranty claim being delayed or denied ****

Customer Name & Address		Dealer Name & Address		Warranty End Date	
				Product Failure Date	
				Date Claim Made	
Contact		Reported by			

Serial Number		Product Description			
Type of application product used for			Approx use (t/hr)		

Detailed description of failure, parts affected and reason for claim (simply writing 'failed' is not acceptable)

Number of photos attached	
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Suspected cause of failure/damage

Detailed description of action taken to repair damage

Repair Date	
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Wyma Office Use Only

Warranty Number		Approved	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Warranty Valid (Y/N)?		Approved By		Date
				Date
Failure classification				
ELEC (electrical) <input type="checkbox"/>	ENG (engineering) <input type="checkbox"/>	MAN (manufacturing) <input type="checkbox"/>	PUR (purchasing) <input type="checkbox"/>	SUP (supplier) <input type="checkbox"/>
Total Parts Cost				
Total Labour Cost				
Total Other Expenses				
Total Cost			Ostendo printout attached	
Comments				
Resulting ECN/SB No.				