

WARRANTY CLAIM FORM

STEPS FOR WARRANTY CONSIDERATION

1. Claim Form must be **COMPLETELY** filled out or submitted online.
2. Model number and Serial Number **MUST** be provided.
3. **All defective parts or machine must be returned to the factory if requested, along with an RGA form.**
4. **Shipping cost of machine or parts to and from factory is customer responsibility**

RETURN PARTS TO:7781 South Little Egypt Road, Stanley NC 28164

5. **Authorization for labor must be obtained from Onyx Environmental Solutions within the normal warranty period and prior to the service performed. Labor will be paid at \$50.00 per hour or agreed to rate.**

If any of these steps are not followed warranty consideration will be delayed or denied.

Submitted by: (Company requesting reimbursement)

Date : _____

Your Name : _____

Company : _____

Address : _____

Phone & Fax : _____

Service Company: (If same as above, write "same")

Name : _____

Company : _____

Address : _____

Phone & Fax : _____

Equipment Information:

Model No : _____

Serial No.: _____

End-User: _____

Address: _____

Phone & Fax : _____

Management Contact : _____

Date of Service : _____

The following section MUST be completed:

Explain failure in detail or describe the malfunction (simply writing "Part Failed" is not an acceptable explanation)
