



SERVICE CLAIM ON AZTEC EQUIPMENT WITHIN WARRANTY ONLY

Aztec Warranty Policy:

- All service parts must be purchased from AZTEC.
- Service center must verify customer date of purchase.
- To return defective parts you must contact the AZTEC for RGA number. (Parts returned without RGA # will be refused.)
- For further details refer to your service agreement or contact AZTEC.
- Credit on returned goods is subject to incoming inspection.
- Travel time or equipment pick-up and delivery expenses are the customer's responsibility and not covered under warranty.
- Engine warranty repairs are paid according to engine manufacturer's owner's manual.

To Obtain Credit:

- 1) Submit this form via email (parts@aztecproducts.com) or fax to (215) 393-4800.
- 2) Upon receipt, your claim will be assigned an RGA #.
- 3) This form and your RGA# should accompany the defective parts being returned for credit.

Please Complete All Required Information:

Service Center	Aztec Customer #
Business Name	Address
Contact Name	Phone Number

RGA #: _____ Machine Model: _____ Customer Purchase Date: _____

Serial #: _____ Hrs. _____

Nature of Defect (it is not sufficient to state "defective", please explain exactly what was found, Aztec does not pay unless material or workmanship is below standard):

** If major repair is needed, (over \$150.00) notify Aztec for instructions and pre-authorization

Aztec Part #	Description	Quantity

If no RGA# issued, have "No Charge" replacement parts been sent to you for this repair? Yes ___ No ___

Describe Labor Operation:

Labor Cost: _____ Return Postage: _____
 Approved hourly rate \$55/hr: _____
 Hourly rate x # of Hours: _____
 Approved: Yes ___ No ___ Total: _____