



WARRANTY CLAIM FORM

Aztec Warranty Policy:

- ✓ This Warranty Claim form must be received by Aztec within the warranty period to be considered.
- ✓ Refer to your Aztec equipment Owner's Manual. Owner's Manuals may be found on our website: www.aztecproducts.com.
- ✓ Warranty claims on parts must be received by Aztec within 60 days of purchase.
- ✓ All repair parts must be purchased directly from Aztec.
- ✓ Repair center must verify customer's date of purchase.
- ✓ Do not discard any parts until you receive your credit.
- ✓ Travel time for equipment pick-up and delivery expenses are the customer's responsibility and not covered under the warranty.
- ✓ Credit on returned goods is subject to incoming inspection.
- ✓ Returned goods without an RGA # will be refused.
- ✓ Engine warranty repairs are considered according to engine manufacturer's Owner's Manual.

To file a Warranty Claim:

1.) Determine the repair requirements of the machine.

- a. If repairs are due to misuse or abuse, the damage is not covered under Aztec's warranty. Returns will incur a 20% restocking fee, and the cost of shipping will be deducted from return total.
- b. If repairs are due to a manufacturing defect in material of workmanship, follow the steps listed below.

2.) Complete and submit this Warranty Claim form to Aztec for review.

- a. This form must be completely filled out to be considered for warranty reimbursement.
- b. Submit this Warranty Claim form via email parts@aztecproducts.com or fax to [\(215\) 393-4800](tel:(215)393-4800).
- c. Upon receipt, your claim will be assigned an RGA #; allow 1-2 business days.

3.) Send defective part or equipment to Aztec for review.

- a. Your RGA # must accompany the defective part or equipment being returned for credit.
- b. If submitting a claim after the warranty has expired, there will be a 20% restocking fee and cost of shipping will be deducted from your credit.

4.) Ship to: Aztec Products, Attn: Equipment Warranty Claim, RGA #_____, 201 Commerce Drive, Montgomeryville, PA 18936

201 Commerce Drive, Montgomeryville, PA 18936
PHONE: (215) 393-4700 * FAX: (215) 393-4800 * parts@aztecproducts.com * www.aztecproducts.com



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FAX COMPLETED FORM TO (215) 393-4800 TO RECEIVE WARRANTY CREDIT CONSIDERATION

Please complete all required information:

	Date:
Distributor / Repair Center Name	Customer Name
Distributor / Repair Center Account #	Aztec Customer #
Distributor / Repair Center Address, City, State, Zip Code	Customer Address, City, State, Zip Code
Service Manager Name	Customer Phone Number
Service Technician Name	Replacement Parts Order #
Machine Model	Machine Hour Meter Reading
Machine Serial #	Machine Purchase Date

PART #	QTY	PART DESCRIPTION	REASON FOR REPAIR	LABOR HRS 1.0; 0.75; 0.5; 0.25	LABOR COST \$48.00/HR	PARTS COST
					\$	\$
					\$	\$
					\$	\$
					\$	\$
					\$	\$
					\$	\$
					\$	\$

** If major repair is needed (over \$150.00), you must notify Aztec for instructions and pre-authorization, or warranty may not be approved.

TOTALS	HRS	\$	\$
FREIGHT COST	\$	N/A	
RETURN SHIPPING COST	\$	N/A	
GRAND TOTAL REQUESTED	\$		

Aztec RGA # _____

Approved: Yes ___ No ___

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

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