



## WARRANTY CLAIM FORM

### Aztec Warranty Policy:

- ✓ This Warranty Claim Form must be received by Aztec within the warranty period to be considered.
- ✓ Refer to warranty within the Owner's Manual. Updated Owner's Manuals may be found on our website: [www.aztecproducts.com](http://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.
- ✓ Wear parts and consumables, such as belts and brushes, are not covered by the warranty.
- ✓ Some parts, such as batteries, will be prorated for credit based on manufacturer's policy.

### 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](mailto:parts@aztecproducts.com).
- 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: Warranty Claim, RGA # \_\_\_\_\_, 201 Commerce Drive, Montgomeryville, PA 18936

201 Commerce Drive, Montgomeryville, PA 18936

PHONE: (215) 393-4700 \* [parts@aztecproducts.com](mailto:parts@aztecproducts.com) \* [www.aztecproducts.com](http://www.aztecproducts.com)



## WARRANTY CLAIM FORM

SEND TO [PARTS@AZTECPRODUCTS.COM](mailto:PARTS@AZTECPRODUCTS.COM) TO RECEIVE WARRANTY CREDIT CONSIDERATION

**Please complete all required information:**

				Today's 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 \$71.00/HR	PARTS COST
					\$	\$
					\$	\$
					\$	\$
					\$	\$

\*\* If major repair is needed (over \$150), you must notify Aztec for instructions and pre-authorization, or warranty may not be approved.

TOTALS	HRS	\$
TRAVEL COST REQUESTED		\$
FREIGHT COST		\$
RETURN SHIPPING COST		\$
<b>GRAND TOTAL REQUESTED</b>		<b>\$</b>

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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