

Authorised Agent name & contact details:

CLAIM REFERENCE No: ..... Date of claim.....

# Warranty Claim Form

Name: ..... E-mail: .....

Phone (...)..... Mobile: ..... Fax: .....

Contact Address:..... Postal Code.....

Application of Machine: .....

MACHINE make/model/year/ .....

Serial No: ..... HOURS claim parts.....

Warranty cover ..... DEFECTIVE PARTS ONLY/LIMITED WARRANTY.....

Date of purchase: ..... Invoice No: .....

Have you read Operation Manual and followed Maintenance Schedule ? **Y/ N**

Is the product installed & used according to USER MANUAL requirement ? **Y/ N**

Is there any modifications present that may void your warranty? **Y/ N**

Has product been inspected by authorised services due to defected parts? **Y/ N**

And if so, by whom? .....

Please describe nature of failure and required part.....

.....Date noticed: .....

Action required (*Claim for parts, labour, credit etc. must have relevant paperwork*)

**Please send digital picture files or send pictures to describe defect.**

**I understand** and accept responsibility for associated costs incurred to inspect and or rectify any problems if, upon inspection, damage has been caused by other than manufacture or design faults.

**I also understand** that POWERCARE will not fix or repair any other company's product and will reimburse POWERCARE for any costs incurred for travel if, upon arrival at site, the product is found to manufactured/modified by another company.

**I am making a warranty claim** on POWERCARE supplied parts. In doing so, I give permission for POWERCARE to conduct whatever tests they or suppliers deem necessary to determine the cause of the failure of the parts. I understand and accept that this may necessitate the parts being sent to international destinations.

Your signature: ..... Date: .....

Agent name & signature: ..... Date: .....