



TALBERT WARRANTY CLAIM PROCEDURE

This procedure must be followed before warranty claims can be honored by Talbert Manufacturing, Inc.:

1. This is accomplished by submitting the proper documentation through our web site, www.talbertmfg.com. Once you are in our web site, click on the tab at the top that says "**Warranty Support**", then select "**Submit Request for Warranty Reimbursement**", which will bring up a form to fill in. Once the required information has been typed in, simply hit enter and your information will be sent to Talbert. Once this information has been received and approved by the Warranty Manager, a **Warranty Claim Number** will be assigned. On occasion, photos may be requested by the Warranty Manager. If so, photos should be sent to warranty@talbertmfg.com.

The **Warranty Claim Number** & **Serial Number** must be included and referenced on all invoices reflecting work authorized under the warranty claim.

2. Carefully follow invoicing instructions:

Place the **Warranty Claim Number** & **Serial Number** on all invoices.

Include an itemized list of all parts used.

Itemize labor performed. Explain what work was performed, the time it took to accomplish each item under Warranty Repair and the direct labor rate. The Talbert Warranty Manager will provide the appropriate labor rate for the repairs.

Indicate appropriate taxes.

3. Properly tag and return all replaced parts to Talbert within (10) days after the repair is completed, even if the parts are defective. A **Return Authorization Number**, obtained from the Talbert Warranty Department Manager, and a **Warranty Claim Number** must appear on the tag. *Please note warranty reimbursement will occur when all required parts are received and claim filed.*

Following this Warranty Claim Procedure closely will assist in timely processing.