



Warranty Request Instructions

Date : _____ Page : _____ of _____ FAX # _____

Attn : _____ From : _____

Company : _____ Reference (WRC) # : _____

Dear Multiquip Customer,

We are sorry to discover you have experienced a failure with our equipment. We will be happy to consider a warranty request from your company upon receipt of a completed Warranty Request Claim form. To make sure that your claim is processed promptly, please follow these easy steps:

1. Fill out the attached Warranty Request Claim form (WRC) completely. All information must be supplied for warranty consideration. The claim must be submitted to Multiquip Warranty within thirty days of the date listed above.

2. If your claim concerns engine failure, please check with us to see if we support the failed engine. Some engine manufactures require us to only use their Authorized Warranty Repair Centers. In those cases we can assist you with the closest repair facility to your business. If we support the engine failure, make sure the engine S/N, model number and engine hours are completed on the WRC form.

3. When you are ready to order replacement part(s) with our Parts Department, assign a Purchase Order number and please reference the WRC number at the time of order.

4. Parts Disposition: Please hold all parts used for the warranty repair for ninety days from date of claim payment. Multiquip may ask for the return of those parts for Engineering evaluation before the claim can be paid.

If we call for the parts, we suggest you place all failed parts in a box and label it with the corresponding WRC number and return parts with a copy of the WRC form as a packing slip. Package parts carefully to avoid additional damage that may hinder our inspection for warranty approval.

Please make copies of the WRC form for your records and return a copy with the failed parts. *Parts returned without the WRC form will be refused by Multiquip.* It is very important that you list the WRC number on the shipping box with the returned parts.

If we can be of further assistance please contact the Multiquip Warranty Department
(888) 661-4279 or (310) 661-4279

We reserve the right to repair, exchange parts or units at our discretion. We also reserve the right to furnish reconditioned parts for warranty repairs. If you return a unit to us for warranty inspection we will repair the unit (providing unit is covered under warranty) and return the unit to you.

Replacement unit(s) ordered while failed equipment is in for evaluation or repair is at your discretion and is your responsibility.

Receipt of a Warranty Request Claim form does not indicate approval. Omissions of any required information or failure to return parts may result in partial reimbursement or denial of the claim.

Multiquip Inc.
18910 Wilmington Ave. Carson, CA 90746
Phone 888-661-4279 Fax 310-537-1173



Warranty Claim Parts Return Instructions

Date : _____ Page : _____ of _____ FAX # _____

Attn : _____ From : _____

Company: _____

Dear Multiquip Customer,

We are requesting that all parts for the following claim be returned to Multiquip for inspection before we can consider paying the claim.

These parts must be shipped within ten business days from the date listed above to be considered.

Claim # _____ Dated _____

Model: _____ Serial # _____

We suggest you place all failed parts in a box and label it with attached mailing label. Package parts carefully to avoid additional damage that may hinder our inspection for warranty approval.

Please make copies of the WRC form for your records and return a copy with the failed parts. *Parts returned without the WRC form will be refused by Multiquip.* It is very important that you list the WRC number on the shipping box with the returned parts.

If we can be of further assistance please contact the Multiquip Warranty Department at
(888) 661-4279 or (310) 661-4279

Multiquip Inc.
18910 Wilmington Ave. Carson, CA 90746
Phone 888-661-4279 Fax 310-537-1173

Dear valued customer:

We have included a mailing label for you to use when you return defective parts to Multiquip.

This shipping label has our address and your parts return tracking # to speed up the inspection process.

Please add your address to the label so our receiving department knows who sent the package.

Thank you for your time and consideration.

Fold here

From:

To:

MULTIQUIP INC.

18910 Wilmington Ave.

Carson, California 90746

WARRANTY DEPARTMENT

Warranty Request Claim #:
