

WARRANTY REQUEST



Company Name: _____

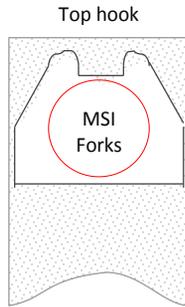
Phone: _____

Contact Name: _____

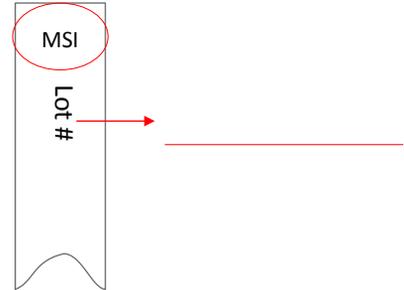
E-mail: _____

1. Identify:

Please identify fork manufacturer and lot # according to side pictures.



Side of the fork



2. Problem Description:

3. Application/operation details:

Type of load: _____

Load dimensions: _____

Load weight: _____

Machine make & model: _____

Send pictures of the application and the broken forks along with this form to: warranty@msiforksinc.com

Warranty Information:

1. Warranty is valid for a period of 1 (one) year from the date of shipment.
2. Warranty covers any manufacturing defects of materials and workmanship.
3. MSI reserves the right to decide if the non-conforming fork shall be replaced or repaired.
4. MSI reserves the right to evaluate if the problem/failure is related to bad application practices or neglect.
5. The pair of forks (not only the broken fork) should be send to MSI for warranty evaluation.
6. Any change, modification or repair made on the forks without MSI's written authorization will void warranty.
7. After notice or suspicious of failure, the pair of forks shall be withdrawn from service. The pair of forks shall be preserved and MSI informed. Any change made to the original characteristics of the failure can void warranty.

Warranty Request Instructions:

1. Contact MSI to request a Return Material Authorization and send the pair of forks for technical evaluation (freight cost is the claimer responsibility).
2. After receiving the forks, MSI will submit the technical report and warranty result within 10 working days.
3. If warranty is declined the customer/claimer has 30 days to collect the forks or the items will be scrapped.
4. If warranty is awarded, MSI will notify the customer and the product shall be replaced or repaired.

Completed by: _____

Date: _____

Contact us at:

803-980-6800

sales@msiforksinc.com

For more information:

www.msiforksinc.com

Return address:

MSI-Forks INC.

1298 Galleria Blvd, Rock Hill – SC – 29730