

TRUCK & TRAILER *Specialties, Inc.*

Warranty Claim

Please complete this form providing as much information as you are able. Place the completed form in the shipping box with the failed part and ship to one of the following:

TTSpec - Dutton

Attn: Warranty / Don Chubb
3286 Hanna Lake Ind. Drive
Dutton, MI 49316
(616) 698-8215

TTSpec - Howell

Attn: Warranty / Kari Sims
900 Grand Oaks Drive
Howell, MI 48843
(517) 552-3855

Today's Date:	
Customer Name:	
Contact Person:	Phone Number:
Date of Purchase:	Invoice #:
In Service Date:	
Part #:	Serial #:
Name of Part:	
Details of Product Failure / Defect:	
In the event that the repair is not covered under warranty, fees may be applicable.	

FOR INTERNAL USE ONLY:

Vendor RMA #:	TTSpec Warranty #:
Warranty Repaired? Yes No	
Warranty Work Details:	
Approved By:	Date:



Warranty Policy Information:

Any and all warranty claims must be submitted to Truck & Trailer Specialties within 10 days of defect discovery. A copy of the original Truck & Trailer Specialties invoice as well as the manufacturer's model number, serial number, and date of installation must accompany all correspondence regarding said claims.

Procedures for Warranty Claims Notification and Submission:

For submission of any warranty claim please contact Truck & Trailer Specialties, Warranty Department:

Dutton - Don Chubb 616-698-8215

Howell - Kari Sims 517-552-3855

The following documentation will be needed when you call for initial warranty authorization:

1. The original Truck & Trailer invoice, or invoice number on which the defective part was purchased.
2. Make, Model, Vin./Serial number of the vehicle or equipment involved.
3. Part number and serial number of equipment involved.
4. Part number and serial number of the part involved.
5. A complete description of the problem, digital photos if possible.

Procedure for part replacement:

1. Part shall be returned to Truck & Trailer Specialties with the proper information supplied.
2. If a new/replacement part is needed it shall be billed to the customer.
3. Once the manufacturer has issued a credit to Truck & Trailer Specialties the purchaser shall be issued a credit back on account. This can sometimes take 30-45 days.

The following must accompany any claim submitted to Truck & Trailer Specialties for shipped items:

1. Documented photographs of any physical damage.
2. If part is damaged during shipment, package should be refused by the customer.
3. If package is damaged during shipping and the part is not returned in the same packaging with label and tracking number it was originally shipped in. Warranty for damages will be submitted to shipper but will most likely be denied.

Submission of warranty (if denied)

1. If a part is submitted for warranty and is sent on to the manufacturer for inspection and testing. And, after inspection it is found either out of warranty, damaged due to neglect or improper use or incorrect installation, or not an issue of the manufacturer, the purchaser is responsible for any testing and freight charges that may occur.
2. If a claim is denied by the manufacturer, Truck and Trailer will supply the customer with any reports or findings that the manufacturer based their denial on.