

Viatec, Inc. SmartPTO: Standard Limited Warranty Claim Form

Date of

Claim: _____ **Claim Number:** _____ (The claim number is generated on receipt of service estimate from Dealer/Reseller. To obtain a Claim Number, please call your Viatec representative)

The following form must be filled for any Warranty claim for a SmartPTO installed and in-service.

CUSTOMER INFORMATION		DEALER/RESELLER INFORMATION	
Customer Name		Dealer/reseller Name	
Contact Person		Contact Person	
Address		Address	
City, State, Zip Code		City, State, Zip Code	
Email		Email	
Phone Number		Phone Number	

Date product was purchased: MM/DD/YYYY

I. Details of Warranty Service Incident and Actions Taken:

Product Serial Number, Model	
Original Install date (required)	
Date of incident	
Describe the nature of the incident	
Date serviced	

Action taken to correct problem	
Replacement Part (and Part Number, if applicable)	



II. Details of Expenses incurred during Warranty Service (by Dealer/Reseller):

Note: For details of coverage items and limits, please refer to Viatec’s Standard Limited Warranty.

Expense type	Amount	Incurred on date	Receipt Attached (Y/N)

III. Additional details and terms

1. For every Warranty Service incident, please submit service estimates to service@viatec.us. Viatec will

provide a claim number and approval to proceed. Please reference that Claim Number in all future communications of this claim.

2. Dealer/Reseller will need a Claim Number from Viatec prior to beginning the Warranty Service. (For obtaining Claim Number, please submit your estimate and contact your Viatec representative). 3. Please include with this completed form:

- a. Receipts of all Expenses undertaken for Warranty servicing by dealer representative
- b. Copy of Installation checklist and any pictures taken during original installation, if available. c. Pictures of all replaced parts and completed reinstallation and activation following Warranty service completion.

d. Viatec's Warranty requires Dealer/reseller to return original parts (that have been replaced) to Viatec. Depending on nature of claim, Viatec may accept pictures of replaced parts.

4. Claims will be reviewed upon receipt and adjudicated in 7 business days.

5. Receipts for parts under \$25 are not required.

Dealer/Reseller

Signature Date