



Please read and understand the policies below on processing warranty claims. Following these guidelines will guarantee payment to you, provide all information necessary to Cottrell, and most importantly expedite the return of a unit to the road, thus completely satisfying our mutual customer.

- Ø Cottrell must receive an estimate for repair, with an agreed upon labor rate, before a Purchase Order will be issued.
- Ø Cottrell must issue a Purchase Order prior to the repair work being performed.
- Ø All Purchase Order #'s must be referenced on invoices before they are processed through Cottrell for payment.
- Ø Pictures may be required of any structural damage before work will be authorized.
- Ø When a warranty claim involves a failed part, that part **MUST** be returned to Cottrell for evaluation, before the claim will be paid.
- Ø Cottrell **MUST** issue a Returned Material Authorization (RMA) number before returning the failed part(s).
- Ø Cottrell will pay you your cost plus 10% for Cottrell authorized parts used out of your inventory. If an approved replacement part is not purchased from Cottrell you will **ONLY** be allowed the part price plus 10% for the equivalent Cottrell part.
- Ø When a warranty claim involves failed parts, Cottrell will provide the replacement part(s). These parts will be sent out with a charge and the account will be credited once the failed parts have been returned and deemed warranty. The RMA# to return the failed parts will be on the packing slip of the replacement parts.
- Ø When a warranty claim involves a vendor part, we may choose to get the vendor involved for expertise.
- Ø Claims must be filed within 60 days of repair or they will not be paid.
- Ø Parts in question **MUST** be returned (or pictures, if structural or fabrication, must be received) before credits are applied and labor is paid.

Thank you for taking the time to read and understand the importance of these guidelines. If you ever have any questions, please contact me at any time.

Regards,

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Cottrell Warranty Department
800-827-0132 Ext. 313 or Ext. 301



www.cottrelltrailers.com