



Simply the most reliable!

St. Croix Warranty Claim Policy

Replacement Parts

Even Temp advises all dealers to stock common replacement parts. This may reduce the time spent on each warranty claim you encounter. Replacements parts must be ordered on a separate purchase order (not on the warranty claim form).

Warranty Claim for Replacement Parts

Any parts warranty claim must be submitted on Even Temp's Warranty Claim Credit Form. In order to process your parts credit request in a timely manner, please complete the form in its entirety. Even Temp or your distributor will notify you if your defective part can be field scrapped or must be returned to Even Temp. If part is to be returned to Even Temp, an RGA (Returned Goods Authorization) number will be assigned to your part and reported to you on the Warranty Claim Credit Form. The warranty claim credit form must be returned with defective part. Shipping and Freight charges are not covered under warranty.

Warranty Claim for Labor

Even Temp dealers for St. Croix are required to provide warranty labor/service for the products sold. Warranty Labor is provided to help offset your labor cost. Labor is covered under warranty for 1 year from date of sale. Proof of purchase is required. All warranty labor claims must be submitted within 30 days of service call. The standard warranty labor credit is \$45.00.

Labor credit is not allowed for normal dealer service, such as:

This includes, but not limited to, paint, glass, burn grate, ceraboard, all gaskets, freight/shipping damage, concealed freight/shipping damage, yearly maintenance, multiple trips to diagnose/order parts, etc.

St. Croix, a product of Even Temp, Inc.

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ST. CROIX WARRANTY CLAIM CREDIT FORM

This form is for warranty parts & labor credit purposes only. PARTS MUST BE ORDERED ON A SEPARATE PURCHASE ORDER. In order to process your credit request in a timely manner, please complete this form in its entirety. Warranty Claims should not be submitted until repair of unit is complete.

INSTRUCTIONS FOR COMPLETING YOUR WARRANTY CLAIM FORM:

1. Read Even Temp, Inc's Warranty Claim Policy.
2. Complete Section A below.
3. Dealer Direct: Fax Claim to Even Temp, Inc. at 866-EVNTEMP (866-386-8367)
Dealer Purchasing thru Distributors: Fax Claim & Order Parts from your Distributor
4. Hold defective part until further instructions from Even Temp or your distributor.
(See Section B)

SECTION A	(DEALER PLEASE COMPLETE & FAX)
Date: _____	Person Completing Form: _____
Dealer Name: _____	Owner's Name: _____
Address: _____	Address: _____
City/State _____	City/State _____
Phone: _____	Phone: _____
Fax: _____	Date of Sale: _____
Model No.: _____ Serial # _____	

Date Serviced: _____	
Describe problem: _____	
Describe Solution/Action: _____	

Item Number Replaced Under Warranty: _____	
Requested Labor Credit \$ _____	(Standard \$45) (Credit given only upon request)

SECTION B	(EVEN TEMP TO COMPLETE & FAX TO DEALER)
<input type="checkbox"/> WARRANTY APPROVED BY: _____ DATE: _____	
<input type="checkbox"/> Defective Product To Be Returned RGA # _____ is assigned to this return. To ensure proper credit, please enclose a copy of this warranty claim with defective part. Credit will be issued upon return of defective part. <i>NOTE: Defective parts must be returned with proper warranty paperwork including an RGA issued. Failure to do so may cause labor credit to be denied.</i>	
<input type="checkbox"/> Product Field Scrapped (If so, please dispose of defective part. Credit Memo will be issued.)	
<input type="checkbox"/> Labor Credit Approved (If so, requested labor credit will be issued unless otherwise stated here _____.)	
<input type="checkbox"/> WARRANTY DENIED BY: _____ DATE: _____ Reason for Denial: _____	