

 **MENDENHALL**
Commercial Laundry Equipment

880 WEST 100 NORTH
NORTH SALT LAKE, UT 84054
PHONE: (801) 298-1133 FAX: (801) 951-0639

**WARRANTY / PARTS RETURN FORM
ALL PARTS RETURNED FOR WARRANTY
MUST HAVE THE FOLLOWING INFORMATION.**

DATE _____

CUSTOMER NAME _____ PHONE NUMBER _____

CUSTOMER ADDRESS _____

MACHINE BRAND NAME _____

MACHINE MODEL # _____

MACHINE SERIAL # _____

PART(S) # AND DESCRIPTION _____

PART IS ORIGINAL FROM MACHINE PART WAS PURCHASED LESS THAN 1 YEAR AGO

DATE MACHINE OR PART INSTALLED _____

DATE PART FAILED _____

DESCRIPTION OF PART FAILURE _____

ALL WARRANTY PARTS ARE SUBJECT TO A WARRANTY PROCESSING FEE.

ALL RETURN PARTS ARE SUBJECT TO A 20% RESTOCKING CHARGE.

SPECIAL ORDER PARTS, ELECTRICAL PARTS, OR INSTALLED PARTS ARE CONSIDERED NON-RETURNABLE.

MISSING INFORMATION WILL CAUSE DELAYS OR NO APPLICABLE CREDIT.

WARRANTY PARTS SHOULD BE RETURNED WITHIN 20 DAYS OF INVOICE OR WARRANTY MAY BE VOID.

MENDENHALL MUST RETURN ALL WARRANTY PARTS FOR FACTORY INSPECTION BEFORE ISSUING CREDIT.

YOU ARE RESPONSIBLE FOR ALL FREIGHT CHARGES INCLUDING WARRANTY PARTS.

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ATTENTION ALL CUSTOMERS! READ THIS IMPORTANT INFORMATION CONCERNING OUR PARTS WARRANTY & RETURN POLICY

When ordering a new replacement part for a piece of equipment still under factory warranty, please indicate at the time of ordering that you want the part to be considered for warranty replacement. We will then send you the indicated replacement part along with a warranty sheet. Filling out this required form completely is crucial to getting your warranty consideration processed. The form must be filled out completely by the customer and returned along with the faulty part. **DO NOT RETURN ANY PARTS DIRECTLY TO THE FACTORY; all parts returns MUST be sent to Mendenhall Equipment in order to receive warranty consideration.**

Freight is not covered by any warranty policy; therefore all customers are responsible for all shipping expenses. When returning a part the customer must arrange and pay for the return shipping.

All warranty agreements are strictly between the end user (you, the customer) and the factory (such as Maytag or Milnor) that manufactured the piece of equipment. Mendenhall merely functions as a mediator of such warranty agreements and does not assume responsibility for warranty attempts by the end user.

Warranty replacement parts will be sold C.O.D. unless the customer has an open account with Mendenhall, in which case the customer will receive an invoice billing them for the replacement part as well as any freight charges.

At Mendenhall Equipment Company, our policy has always been to bill the customer for all new parts ordered, being under warranty or not. An invoice for warranty parts will stand as open on our records until the warranty process is completed as follows:

1. Mendenhall must receive the faulty part along with the warranty form completely filled out from you, the customer.
2. Mendenhall then completes all of the required paperwork, and then gains authorization to ship the faulty part to the factory for warranty inspection. This is a procedure/policy that all of the factories we represent have.
3. Once the factory has determined that the faulty part indeed has failed and is within warranty period, the factory will then issue Mendenhall Equipment credit for the cost to replace the item.
4. Upon receipt of the factory credit, Mendenhall Equipment will issue a credit to the customer. This credit will be applied toward previously billed invoice and will balance all amount owing with the exception of freight, which the customer must pay.

Mendenhall will do its best to process all warranty considerations as soon as we receive everything that we need from the customer. Please keep in mind that there are often factory delays that are for the most part out of our control.

PLEASE NOTE: THE FOLLOWING INFORMATION CONCERNS ANY PART BEING RETURNED, NEW OR USED.

- Mendenhall reserves the right to refuse any returned part if the item is an electrical part, if the customer has installed the part, and/or if the part has been shipped without proper protective packaging.
- Mendenhall is not responsible for parts received that have been damaged by freight. This responsibility lies with the shipper (you, the customer) and the freight company.
- All new and/or special ordered parts returned are subject to a restocking fee, unless given a special exception from the Parts department. Restocking fees are at least *20% but may be higher. The factories will charge Mendenhall this fee and we must pass it on to you.

*Percentages are what the factories have chosen as their fair restocking fees, they were not developed by Mendenhall Equipment Company.