



# WARRANTY CLAIM FORM

Today's Date: \_\_\_\_\_

Please fill out a separate form and return it with each unit.

## CUSTOMER INFORMATION

Please fill in information:

Company: \_\_\_\_\_ Cust. No. \_\_\_\_\_  
 Contact: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Phone: \_\_\_\_\_ Fax \_\_\_\_\_

Shipping Address (if different): \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## UNIT INFORMATION

Model	Serial Number	Description of Problem (please provide the specific problem in as much detail as possible. Use additional paper if necessary)*	Warranty Expiration Date

**\*IF NO TROUBLE IS FOUND, YOU WILL BE INVOICED A CLEAN AND TEST CHARGE – SEE THE OTHER SIDE OF THIS FORM FOR DETAILS. UNIT REPAIR MAY BE DELAYED IF DESCRIPTION OF PROBLEM FIELD IS NOT COMPLETED.**

We will make every attempt to repair the unit under the warranty guidelines (see Warranty Statement on reverse). However, occasionally circumstances will prohibit this from occurring. Please complete the other side of this form to prevent any delays in the processing of your repair.

## CUSTOMER SERVICE OPTIONS FOR NON-WARRANTY AND NO TROUBLE FOUND UNITS

### I. WARRANTY IS VOID

In the event the unit warranty is void due to any of the causes listed below under "Warranty Statement" - please select one option ONLY:

- Remanufacture unit at standard remanufacture price. Includes renewed warranty.
- Do not remanufacture unit and return it to me via ground carrier service for a charge of \$30.00.
- Scrap unit.

### II. NO PROBLEM FOUND

In the event no problem is found during testing - please select one option ONLY

- Return it to me for a charge of \$35.00 (TMU950 / TM950 charge is \$50.00). Cost includes return shipping via ground carrier service. Does not extend warranty.
- Perform a complete remanufacture service at the standard remanufacture price for the unit. Includes renewed warranty.

Return this form with the unit to be repaired to

CDE Services, Inc.  
1200 Williams Drive  
Suite 1210  
Marietta, GA 30066

### Warranty Statement:

CDE Services, Inc. provides warranty on all remanufactured equipment. The warranty includes replacement and repair cost of the failed component; all parts and labor related to that repair; and outbound ground shipping. The warranty does not cover normal wear and tear of the device, misuse, neglect, improper installation, physical damage or alteration either internally or externally, acts of God or damage from improper use or use in an unsuitable environment. Broken or removed warranty seals will void warranty regardless of the cause of malfunction. CDE does not honor manufacturers' warranties. Units still under manufacturer's warranty will be repaired and the customer will be charged the current repair fee for the unit. CDE Services, Inc. will replace any non-working unit that is less than 30 days old from the date of purchase by contacting your CDE Customer Service Representative by phone at 800-858-5016 or by email to obtain a return shipping label and request a replacement unit.

If you have any questions regarding the warranty policy or need help filling out this form, please call us at 800-858-5016 and one of our customer service representatives will be happy to assist you.