

# Warranty Application / Approval To Make Repair



Owner	
Name:	
Address:	
City:	
State:	Zip:
Phone:	

Installer	
Name:	
Address:	
City:	
State:	Zip:
Phone:	

Equipment		
Engine S/N:	Model:	
In Service Date:		
# Of Hours On Engine:		
Failure Date:		
Date Of Claim:		
Photos Provided:	Yes	No
Date Approved For Repairs:		
Date Approved For Purchasing Parts:		

Seller	
Name:	
Address:	
City:	
State:	Zip:
Phone:	

Repairer	
Name:	
Address:	
City:	
State:	Zip:
Phone:	

Information Before Repair
Describe Circumstances Associated With Failure:
Describe Cause Of Failure:
Describe Failed Components:

Estimated Cost Of Repair		
Parts (Attach Breakdown): \$	Labor (Attach Breakdown): \$	Labor Rate: \$
Travel Time:	Travel Time Rate: \$	
Milage Round Trip:	Milage Rate: \$	
Form Filled Out By:	Contact Phone Number:	
Approval To Start Repair (Norpro Representative Signature):		Date:

Information After Repair	
Repair Technicians Name:	Telephone Number:
	Telephone Number:

Actual Cost Of Repair		
Parts (Attach Breakdown): \$	Labor (Attach Breakdown): \$	Labor Rate: \$
Travel Time:	Travel Time Rate: \$	
Milage Round Trip:	Milage Rate: \$	
Labor - List All Procedures & Time Spent On Each (Attach Breakdown):		

Findings Report:

Do Not Write Below This Line And In Shaded Area			
Warranty Supervisor:	Approved/Denied:	Yes	No
Paid Amount: \$	Date Paid:		
Reason:			
Approved To Pay Claim (Norpro Representative Signature):			

Norpro Fax (860) 873-0200

# Norpro Warranty Claim Application Procedures

In order for warranty to be considered the conditions set forth in this document must be met.

1. For a warranty claim to be allowed, Norpro must be informed in writing within 5 business days of the failure. Fax the notification to: 860-873-0200, e-mail it to: warranty@4norpro.com, or mail it to: Norpro, 385 Town St., East Haddam, CT 06423. Norpro will acknowledge the claim and attempt to resolve the claim within 48 hours of the receipt of the claim.
2. Information concerning the failure that is reported must include: A) A complete description of the cause of the failure; including the circumstances attributing to the failure. B) A description of each failed component that is as complete as possible. C) Photographs of the failure to expedite the claim process. D) The date of the failure. E) The date the unit was purchased. F) The date the unit was put into service. G) The engine serial number. H) The current number of hours on the unit. I) Complete owner contact information; including telephone number and address. J) Complete information of the seller of the unit. K) Complete information of the installer of the unit; including name, address, and telephone, or other contact information.
3. Before any repair will be authorized, Norpro must have complete information of the repair facility or repairer including: name, address, telephone, email, or other contact information; and the names of any technicians who will work on the repair and their contact information.
4. If there is going to be an application for warranty, then within 30 days of the failure and before the repairs are made, Norpro must give written approval for any repairs that will be made. Before approval to make a repair is given, Norpro must receive a written estimate of what the complete cost of the repair will be, and must have all of the other conditions in this procedure form be met. Norpro reserves the right to have their representative inspect any failures before any repairs are made.
5. Norpro must give prior approval to the purchase of any parts or supplies needed to make any repairs and Norpro must have the option of providing any or all of the parts or materials necessary to make any repairs .
6. Norpro must be notified within 30 days of the completion of the repairs. The notification shall include a complete description of the cost to make the repair; including parts, all of the mileage, the travel time, and labor. The labor must include a complete list of all the procedures and the time that was spent on each procedure that was done to accomplish the repair.
7. Norpro must have the option of having any of the failed components returned to them. Any failed parts to be returned must be held by the repairer for a maximum of 90 days pending a disposition by Norpro. Norpro will issue a written authorization for any parts that are to be disposed of. Any parts that are to be returned to Norpro must be returned with an accompanying RGA (Returned Goods Authorization number) which will be supplied by Norpro.
8. With a suitable application, Norpro will issue a findings report after the completion of the repair and the filing to Norpro of the completed requested information. After the issued findings report Norpro will issue any determined reimbursements or credits. The findings report will be accompanied by the amount of the reimbursement that will be allowed. Norpro restricts their liability in any claims to that which is stated in the applicable warranty statement. Repair cost reimbursement shall be limited to an amount that reflects that the repair was made in the most cost efficient manner. Acceptance of the payment of the reimbursement will be considered to be a release to Norpro from any further liability for the repair and any other incidentals that might be associated to the repair.

## Limitation of Reimbursement or Allowance

### On a Norpro Warranty Repair

Upon Norpro's written approval of prospective warranty repair, Norpro will allow the reimbursement of the repair which is to be limited as follows:

#### Mileage:

Norpro will allow \$ .50 per mile not to exceed a total of 200 miles of travel distance combined going to and from the job site.

#### Travel Labor:

Travel Labor will be one half the published labor rate of the repair facility not to exceed \$50.00 per hour.

#### Repair Labor:

Labor on a repair shall be limited to 100% of up to the first \$50.00 of the published labor rate. Additionally Norpro will pay 50% of the amount beyond the first \$50.00 of the published labor rate for a total amount not to exceed \$75.00 per hour.

Norpro will only pay the amount of warranty as agreed to by Norpro in a written estimate that shall be provided to Norpro before any work has been done. Norpro's reimbursement shall be limited to the actual cost of the repair should that amount be less than the estimate. If the amount of the repair exceeds the written estimate the repairer or the customer shall make up the difference in the amount of the repair.

In addition, Norpro expects that the most effective means of cost management will be followed. Norpro may refuse to pay excessive travel or labor where Norpro finds that the repair was not done as efficiently as possible. The repairer should follow the guidelines set out in the Norpro Warranty Claim Application Procedures.