



## GISF-021 Supplier Warranty Form

### 1. Supplier Information

Who is your main contact for Warranty and issuing of RGA's?

Company Name \_\_\_\_\_

Warranty Contact: \_\_\_\_\_

Street Address \_\_\_\_\_

Warranty Phone: \_\_\_\_\_

City \_\_\_\_\_

Warranty Email: \_\_\_\_\_

State \_\_\_\_\_

Zip \_\_\_\_\_

Signature Required

Warranty Rep Signature: \_\_\_\_\_

RGA Contact: \_\_\_\_\_

Date: \_\_\_\_\_

RGA Phone: \_\_\_\_\_

### 2. Part Warranty

Our OEM expects parts for production to have 1 yr warranty(from delivery to end-user) and Service parts 90 days. In that regard, what is:

The length of your warranty? \_\_\_\_\_ What is the shelf life of your parts? \_\_\_\_\_

What is your warranty coverage when it pertains to(please include %):

\_\_\_\_\_ Labor 100% Part Cost \_\_\_\_\_ Diagnostic Cost \_\_\_\_\_ Installation Costs \_\_\_\_\_ Shipping Costs

Are there any "date codes" on your parts? \_\_\_\_\_ Describe sequence of "date code" \_\_\_\_\_

All metal parts must have some sort of protective coating. Ex: rust prohibitor, paint/plating

### 3. Warranty Processing Times

Do you have a standard part analysis report you use? \_\_\_\_\_

Our OEM expects to have these warranty claims to be processed within 30 days of receipt.

### 4. Warranty Processing

Green Industrial Supply does not charge a processing fee for warranty or non-conforming claims, so to save resources, for all parts that are deemed defective: Are you willing to accept the cost of warranty claims if they fall under certain \$ amount?(You will be automatically debited for the claim amount along with a copy of the warranty claim):

\_\_\_\_\_ \$50 \_\_\_\_\_ \$100 \_\_\_\_\_ \$200

### 5. Signatures

Green Warranty Rep \_\_\_\_\_

Date \_\_\_\_\_

Please submit your responses to [warranty@grnind.com](mailto:warranty@grnind.com) or mail Green Industrial Supply, Warranty Administrator, 1525 Innovation Drive, Dubuque, IA 52001 (563)557-5184