

To: All Distributors
Regional Sales Managers and National Sales Manager

From: Warranty Department

Model: N/A

Subject: Component Serial Numbers and Part Returns

To provide prompt and accurate administration of LabriePlus warranty claims, it may be necessary to return failed components and/or provide component serial numbers. The following policy is currently in effect for these requirements, and must be followed:

PROCEDURE TO PROVIDE WARRANTY COMPONENT SERIAL NUMBERS:

When required, an *Original Part Information Request* may be sent by LabriePlus to the Distributor via e-mail. In the space provided on the *Original Part Information Request*, record the original failed component's LabriePlus part number and the complete serial number/date code found on the component. For information on locating the serial number on specific components, please contact the LabriePlus Warranty Administrator.

Return the completed form, via e-mail, to the contact listed at the bottom of the *Original Part Information Request* to LabriePlus within three (3) business days of the date shown on the bottom of the *Original Part Information Request*.

PROCEDURE TO RETURN DEFECTIVE PARTS TO LABRIEPLUS:

It may be necessary to return a defective part, either to LabriePlus or their supplier, for evaluation. When the return of specific defective parts is required, a *Defective Parts to be Returned* document is sent by LabriePlus to the distributor via e-mail. The *Defective Parts to be Returned* document will list the part(s) to be returned, the freight carrier, and the specific LabriePlus location to return them to. The defective part must be shipped within five (5) business days of receipt of the *Defective Parts to be Returned* document.

PROCEDURE TO RETURN DEFECTIVE PARTS TO A LABRIESPLUS SUPPLIER:

If the return is to be shipped directly to a LabriePlus supplier, a Vendor RGA number will be provided via e-mail, including instructions on where to return the failed component. When the Distributor receives the RGA number, the component must be shipped within five (5) business days.

FOR ALL DEFECTIVE PART RETURNS:

Failure to return the part(s), or delays in the return, may cause the warranty claim to be denied or re-invoiced.

All defective parts are to be cleaned and legibly identified with the LabriePlus part number, as well as the warranty claim/RGA number and any other information that may be specified on the *Defective Parts to be Returned* document. If the part number of the defective part is different than the replacement part listed on the warranty claim, **document the original part number** on the defective part.

Once the defective part(s) have been shipped, the freight carrier's tracking number or bill of lading for the returned part(s) must be recorded on the original *Defective Parts to be Returned* document and provided via e-mail to the contact listed on the bottom of the original *Defective Parts to be Returned* document within two (2) business days of shipment. If the tracking number is not received in this time-frame, the warranty claim may be denied and/or re-invoiced by LabriePlus.

In summary, please ensure that:

- The part(s) are thoroughly cleaned of all dirt and contaminants.
- Fluids contained within the part(s) are thoroughly drained, and all ports sealed.
- The complete component is returned for analysis. If any parts of the component are missing, the part(s) may be returned to the distributor at the distributor's expense, and the warranty claim may be denied or re-invoiced.
- The part(s) are left in their original, assembled state. Any part returned that is disassembled or that may have been disassembled then reassembled, may be returned to the distributor at the distributor's expense, and the warranty claim may be denied or re-invoiced.
- Defective part(s) being returned to LabriePlus are returned to the location specified on the *Defective Parts to be Returned* document.
- Warranty part returns are shipped within five (5) business days of notification.
- Notification of the return, along with tracking numbers or bills of lading, must be provided to the LabriePlus Warranty Administrator within two (2) business days of shipment.

Please contact the LabriePlus Warranty Department at (800) 231-2771 with any questions or for further information.