



Warranty Claim Procedure

The following instructions have been created to clarify our warranty claims process. Please follow the instructions carefully to make sure we can process your warranty as quick as possible. If the procedures are not followed warranty could be delayed or in some cases denied.

If a unit has a suspected warranty issue that is Gin-Cor's responsibility, Please follow the guide lines below

- 1- Gin-Cor should be called at 1-866-628-8292 to verify that it is a warrantable issue and the procedure to follow to fix the issue.
- 2- You may be asked to take digital photos and send them to Gin-Cor to aid in the diagnosis of the problem.
- 3- Prior to any work being done or parts being replaced you will need approval from Gin-Cor. You may be asked to give a written repair estimate and get approval before any work is done

Gin-Cor will authorize a course of action. This could include as listed

- A) The dealership or service center could perform the repair at a pre determined and agreed - hours, rates and procedures for the repair.
- B) Gin-Cor will invoice and ship warranty part(s) for installation/repair at agreed upon time and hourly rate
- C) Refer customer to authorized Gin-Cor service center for repair
- D) In some instances the equipment might have to come back Gin-Cor Industries for repair.

Defective and/or replacement parts must be shipped back to Gin-Cor Industries for warranty evaluation. No credit will be granted without the return of defective product

5151 Highway #17 West
P.O. Box 220
Mattawa, ON
P0H 1V0

Sales: (705) 744-5543
Fax: (705) 744-2943
Customer Service: 1-866-628-8292
www.gincor.com

All parts sent will be invoiced out and will be credited only after the part is sent for warranty evaluation and deemed warrantable.

If the part is approved under warranty, Gin-Cor will reimburse the facility for invoicing and freight charges.

If the part is not deemed warrantable it will be the customer's responsibility to pay the invoicing and freight charges.

**5151 Highway #17 West
P.O. Box 220
Mattawa, ON
P0H 1V0**

**Sales: (705) 744-5543
Fax: (705) 744-2943
Customer Service: 1-866-628-8292
www.gincor.com**