



NAPOLEON SERVICE/PARTS CLAIM FORM (SPC)

COPY OF CUSTOMER INVOICE REQUIRED FOR ALL CLAIMS

Please print clearly or type

SPC NO. 09732

RA NO. _____

DATE _____
 DEALER _____
 DISTRIBUTOR _____
 ADDRESS _____
 TEL/FAX _____
 FORM COMPLETED BY _____

RETURN PREPAID BY MOST ECONOMICAL MEANS.
 WE WILL NOT ACCEPT AIR FREIGHT OR COD'S.
 IF RETURN IS DUE TO OUR ERROR WE WILL CREDIT
 YOUR ACCOUNT WITH SHIPPING COSTS.
 Indicate shipping cost \$ _____.

IN ORDER TO PROCESS YOUR CLAIM THIS FORM MUST BE ATTACHED TO PRODUCT RETURNED

PARTS		IDENTIFY ALL PARTS RETURNED WITH R/A#		PLEASE CIRCLE
1	QTY. PART#	ORIG. WOLF STEEL INV.#		replace at N/C repair & return
	DESCRIPTION			issue credit, part charged on inv#
	REASON/CAUSE FOR RETURN (WORD 'DEFECTIVE' IS NOT SUFFICIENT, see over)			part not returned as authorized by
				other service * see 1. below
2	QTY. PART#	ORIG. WOLF STEEL INV.#		replace at N/C repair & return
	DESCRIPTION			issue credit, part charged on inv#
	REASON/CAUSE FOR RETURN (WORD 'DEFECTIVE' IS NOT SUFFICIENT, see over)			part not returned as authorized by
				other service * see 2. below
3	QTY. PART#	ORIG. WOLF STEEL INV.#		replace at N/C repair & return
	DESCRIPTION			issue credit, part charged on inv#
	REASON/CAUSE FOR RETURN (WORD 'DEFECTIVE' IS NOT SUFFICIENT, see over)			part not returned as authorized by
				other service * see 3. below

SERVICE			
*1	CONSUMER NAME/ADDRESS/TEL		
	MODEL#	N or P SERIAL#	INSTALL/POSSESSION DATE
	ACTION TAKEN TO RECTIFY PROBLEM.		
	PROBLEM SOLVED YES NO		SERVICE DATE
*2	CONSUMER NAME/ADDRESS/TEL		
	MODEL#	N or P SERIAL#	INSTALL/POSSESSION DATE
	ACTION TAKEN TO RECTIFY PROBLEM.		
	PROBLEM SOLVED YES NO		SERVICE DATE
*3	CONSUMER NAME/ADDRESS/TEL		
	MODEL#	N or P SERIAL#	INSTALL/POSSESSION DATE
	ACTION TAKEN TO RECTIFY PROBLEM.		
	PROBLEM SOLVED YES NO		SERVICE DATE

OFFICE USE ONLY	
PARTS	LABOUR
1 EVALUATION/ACTION	ACTION TO BE TAKEN
ACCOUNTING USE	ACCOUNTING USE \$
2 EVALUATION/ACTION	ACTION TO BE TAKEN
ACCOUNTING USE	ACCOUNTING USE \$
3 EVALUATION/ACTION	ACTION TO BE TAKEN
ACCOUNTING USE	ACCOUNTING USE \$

INSPECTED BY: _____ DATE: _____ ACTION AUTHORIZED BY: _____ DATE: _____
 COMMENTS: _____

CLAIM MUST BE SUBMITTED WITHIN 14 DAYS OF RETURN AUTHORIZATION (RA) DATE & WITHIN 45 DAYS OF OCCURENCE.

**Dealer or distributor to complete all applicable blue shaded areas.
Incomplete or incorrectly filled out forms will be returned and delay processing of claim.**

RETURNING PARTS:

1. Before returning any goods a Return Authorization number (RA #) is required which may be obtained by contacting our customer service department.

2. All parts returned must be tagged with the RA# and SPC form attached. Merchandise received damaged due to improper packaging will not be credited.

3. Complete the parts information fully and describe the faulty part briefly, but be specific. For example:

bent, dented, fractured, corroded, cracked, loose,
noisy, seized, shorted, broken weld, scratched etc.

4. Circle the action to be taken. Where applicable indicate replacement invoice number.

5. If you require additional space to explain the reason for return or the problem please attach an explanatory sheet referring to the corresponding numbers (1,2,3) and the RA#/SPC#.

6. Attach copy of customer invoice showing date of sale.

NOTE: (If damage occurred during shipping, please contact us immediately. For instructions on how to handle shipping damages please refer to our Terms & Conditions: Shipping Damages.)

There is a 20% restocking and handling charge on goods other than warranty returns.

LABOUR CLAIMS:

1. Fully complete the service portion of the claim form and attach a copy of your service record and original customer invoice.

2. Labour will only be paid for manufacturer's defects in the unit or parts thereof, not for maintenance related problems beyond the control of Wolf Steel Ltd. Please refer to Wolf Steel's Warranty Policy for details.

Replacement, credit and repair is at the discretion of Wolf Steel Ltd.

Any information on repairs made or reason for failure that you feel would help to improve the product would be greatly appreciated.

Wolf Steel Ltd.

R.R.#1, Hwy 11 & 93

Barrie, Ontario, Canada L4M 4Y8

Tel. (705) 721-1212 Fax (705) 722-6031 or 1-800-667-6063