



RV / COACH WARRANTY PROCEDURES

Please contact MichaelS@glendinningprods.com and AR@glendinningprods.com for all warranty claim questions/requests/updates.

1. Initial Contact Requirement

Glendinning Products must be contacted *BEFORE* warranty work is completed on any coach. If work is completed before approval is given, Glendinning reserves the right to deny the claim.

2. Submission of Warranty Claim Request

When the initial warranty claim request is sent to Glendinning, the following information must be provided to properly process your claim properly:

- a. Pictures of the item, (The pictures should show the damages and the product label with part number and serial number legible.)
- b. Date of retail sale, and
- c. Full description of the defect or issue.

3. Review and Preliminary Decision

Once Glendinning's warranty team has been reviewed and evaluated with the information provided, we will provide a *denial* or *temporary approval*. (Final approval cannot be given until the item is inspected by our team.) This review typically takes 1-3 business days.

4. Temporary Approval Details

Temporary approval will include:

- a. The part number of the item approved for warranty (note that this may cover only specific subassemblies rather than the entire unit),
- b. The amount of labor time that will be approved, and
- c. A return authorization number for sending the defective item back to our facility. (All warranty items must be returned to Glendinning for inspection unless otherwise stated.)

5. Final Inspection and Confirmation

Once the unit/product is received by Glendinning, we will inspect and confirm the final warranty status.

- a. If the unit is not received by Glendinning within 6 months of the issue date of the RMA, the warranty claim will be denied and closed.

***** If Glendinning finds the defect or issue was caused by the customer and not by a manufacturing defect, Glendinning has the right to deny the warranty claim, and no credit will be issued. *****