



## **RV / COACH WARRANTY PROCEDURES**

Please contact [ColinG@glendinningprods.com](mailto:ColinG@glendinningprods.com) and [AR@glendinningprods.com](mailto: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. \*\*\***