



WARRANTY PARTS

GROUND FORCE MANUFACTURING, LLC (GFM) utilizes parts made by many vendors. All vendor component parts have their respective manufacturer's warranties. (GFM) makes no warranty with regard to component parts not manufactured by GFM, but agrees to assign to the purchaser all of its rights under any original manufacturer's warranty covering such component parts, and agrees to assist the purchaser in making such contacts with the manufacturer of such component parts as may be necessary to protect its right under the warranty covering them.

HOW TO FILE A CLAIM

- 1) Locate the (GFM) serial number (six digits).
- 2) Prepare a PO for the replacement part and shipping
- 3) Call (GFM) at (208) 664-9291 with the serial number of your (GFM) equipment and the purchase order number and request to speak with the Parts and Product Support Representative for your area. Alternatively, you can also email the serial number and purchase order number to the Parts and Product Support Representative for your area.
- 4) (GFM) will ship the part out to you, along with a Return Goods Authorization (RGA).
- 5) Replace the failed part and return it, along with the RGA, to the address instructed on the RGA.
- 6) Upon arrival, (GFM) will route the part to the appropriate vendor for warranty consideration.
- 7) The vendor will report their findings to (GFM) and either deny the claim or issue a credit.
- 8) (GFM) will forward the vendor's findings to you, the customer. If a credit is issued, by the vendor, (GFM) will pass the credit on to you by issuing a credit to your account.

Effective February 5, 2019