



WARRANTY PROCEDURE

In order to better define our warranty policies, I would like to explain how each warranty claim will be handled.

- If you are an end user, report the problem to the original WATSON & CHALIN Dealer or Original Equipment Manufacturer (OEM).
- If you are a WATSON & CHALIN Dealer or OEM, contact the Tech Warranty Department at 800-445-0736.

If the warranty claim is in regards to a suspension unit, the following steps must be taken in order to receive consideration for warranty credit from WATSON & CHALIN:

1. Phone WATSON & CHALIN with the following information:
 - Model and serial number of suspension
 - Type, model & VIN of trailer or truck that unit was installed on
 - In Service Date and Mileage
 - Description of problem (Pictures may be requested)
2. WATSON & CHALIN will give a preliminary O.K. by issuing a claim number for warranty work on that particular unit. All parts in question may need to be returned for evaluation.
3. Upon receipt of your work order or invoice on the warranty job, and parts for evaluation, WATSON & CHALIN will do a consideration of warranty credit. Your invoice or work order must reference our claim Number with the agreed upon amount.
4. If warranted, WATSON & CHALIN will either issue credit for parts or replace them at no charge, at our discretion.
5. Should there be any disallowance for warranty credit, you will receive a letter from WATSON & CHALIN to that effect.

If your warranty claim is in regards to parts sold to you as parts and not as part of a finished unit, the following steps must be followed:

1. Upon inspection by and determination that the part is possibly defective, phone WATSON & CHALIN to file a warranty claim. State the invoice number on which you were billed for the part.
2. A claim number will be issued to you.
3. If we require parts returned, package up parts in such a manner that they will arrive at WATSON & CHALIN in the same condition in which they leave your place of business. They must be shipped freight PREPAID.
4. Package must be conspicuously marked with the claim number on the outside and a packing slip of some kind enclosed with the claim number on it.
5. Upon receipt of the parts, WATSON & CHALIN will make a determination based upon condition of part and whether or not the original supplier will allow warranty.
6. WATSON & CHALIN reserves the right to make the warranty determination based upon available evidence of defectiveness.
7. If warranty is allowed, a credit will be issued for the sale price of the part or a replacement will be shipped at no charge.
8. If warranty is disallowed, a letter to that effect will be sent to you with an explanation. If these steps are not followed, it may result in slower processing of your claim or may result in a "NO WARRANTY" determination.

Return to:

Watson & Chalin Mfg., Inc.
725 East University Drive
McKinney, TX 75069
Attn: RGA Department

IMPORTANT: If the above steps are not followed, the packages may be refused. W&C will not be responsible for any freight costs incurred if refused.

