

# JOHN HARDER & CO. Customer Service

6651-55 SALZMAN INDUSTRIAL CT. ST. LOUIS, MISSOURI 63133-2398

(314) 381-0050 ext. 18 Fax (314) 381-7236 [johnharderco.com](http://johnharderco.com)

## WARRANTY CLAIM FORM

Company Name \_\_\_\_\_  
Address \_\_\_\_\_  
City, St., Zip \_\_\_\_\_  
Service Rep. \_\_\_\_\_  
Phone \_\_\_\_\_  
Fax \_\_\_\_\_  
Email \_\_\_\_\_

Date: \_\_\_\_\_  
Cust. Ref. No. \_\_\_\_\_  
RA No. \_\_\_\_\_  
Attach Model \_\_\_\_\_  
Attach. SN \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Instructions:

- 1) Please read our Warranty Policy. View or request a copy at [johnharderco.com](http://johnharderco.com)
- 2) For replacement parts, please issue a purchase order, and fax a copy to J.H.C. Read section 5D of the JHC Warranty Policy for further information.
- 3) Please provide any details from JHC Warranty Policy Section 9, A-H that may apply.

Date of Problem \_\_\_\_\_ Part No. (*When applicable*) \_\_\_\_\_  
Truck Make, Model, S.N. and Hours: \_\_\_\_\_  
Description of problem: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your cost of replacement parts (P.N./description): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If applicable: Labor Hrs @ Rate and travel time: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Person contacted at J.H.C. for authorization of warranty work and R.A.: \_\_\_\_\_  
Date contacted: \_\_\_\_\_  
If the attachment was not installed by J.H.C., has the field installation report been completed and sent to J.H.C.? \_\_\_\_\_

- 5) If the part/attachment is to be returned, co-ordinate this with JHC and return ship the part/attachment in question to the above address. Reference the Return Authorization Number on the shipment, the packing slip, and/or bill of lading. Read and follow the shipping directions below.

### Notes:

- 1) **No shipments will be accepted collect** unless prior authorization from J.H.C has been given. Collect authorized by: \_\_\_\_\_  
Ship Via: \_\_\_\_\_
- 2) For freight line shipments, please reference the appropriate shipment Class and Item No. on the Bill of Lading;  
Forklift Attachments: (Rotator, side-shifter, OHG, etc.) Class 70, NMFC Item No. 192210 sub 2  
Forklift Forks: Class 65, NMFC Item No. 192210 sub 1  
Forklift Part: (LBR, rug pole, ram, etc.) Class 50, NMFC Item No. 192390.
- 3) Issuance of a Return Authorization Number does not constitute acceptance of a claim or charges.