



JOHN HARDER & COMPANY WARRANTY CLAIM FORM

Instructions:

- Please read our Warranty Policy. View or request a copy at johnharderco.com
- For replacement parts, please issue a purchase order, and email a copy to parts@johnharderc.com
- Warranty Claims must be emailed to service@johnharderco.com within 30 days from the date of the failure in question
- Read section 5 of the JHC Warranty Policy for further information.
- Provide the following details (refer to JHC Warranty Policy Section 9, A-H)

Company Name	_____	Today's Date	_____
Address	_____	Customer Ref. #	_____
City, State, Zip.	_____	JHC RA #	_____
Service Rep.	_____	Attachment Model	_____
Phone + Ext	_____	Attachment S.N.	_____
Email	_____	Truck Make + Model	_____
Date of Problem	_____	Truck S.N.	_____
	_____	Truck Hours	_____
Retail Labor Rate:	_____	Internal Labor Rate:	_____

Name of Person Contacted at JHC: _____ Date Contacted: _____

Please describe details of the issue/problem:

Important: If the part/attachment is to be returned, co-ordinate this with JHC and return ship the part/attachment in question to address below. Reference our Return Authorization Number (RA#) on the shipment, the packing slip, and/or bill of lading. Please read and follow the shipping directions below.

1. **No shipments will be accepted collect** unless prior written authorization from J.H.C has been granted. Collect authorized by JHC (name): _____
Ship Via: _____
2. For freight line shipments, please reference the appropriate shipment Class and Item No. on the Bill of Lading;
 - a. Forklift Attachments: (Rotator, side-shifter, OHG, etc.) Class 70, NMFC Item No. 192210 sub 2
 - b. Forklift Forks: Class 65, NMFC Item No. 192210 sub 1
 - c. 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.