

Warranty Claims Procedures and Tips

Most of the products sold by Eclipse have some sort of manufacturers warranty associated with that product. This is a very good thing, as it shows that the manufacturer believes in the product they make, and stands behind its performance.

Most warranty policies cover only defects in materials and workmanship. This usually covers the replacement part(s) cost and potentially the labor to repair the problem, and sometimes travel time.

Warranty policies **do not** cover however, concealed damage, improper installation, misuse or improper operation of item, lack of maintenance, poor fuel quality, acts of God, etc. *Shipping charges for parts covered under warranty are the sole responsibility of the dealer, and/or end user.*

It is important to remember that each manufacturer's policy is specific to their product line, and may differ from what may be considered generic terms. Eclipse has copies of specific warranty policies for each manufacturer's product for your review, upon request. It is also important to remember that Eclipse can not legally assume any responsibility as to any warranty coverage or procedure that a manufacturer states in their policy terms.

We have put together a list of helpful tips to assure the warranty process goes as smoothly as possible for you and your customer:

- Explain the warranty coverage to the customer at the time of sale. Be sure to cover the extent of what "Limited Coverage" means.
- Determine the validity of a warranty claim by making a visit to the customer's home, if needed. If it seems to be valid, proceed to the next step in filing a claim. If you are not sure, you may call Eclipse for advice.
- Order the part needed from Eclipse. Once shipped from Eclipse or dropped shipped from the manufacturer, you will be invoiced for the part plus any shipping charges. Any invoices for warranty parts are subject to our normal payment terms.

- After you have received the part(s) and have completed the warranty service, please fill in all the information required by the manufacturer on either the Eclipse Generic Warranty Form, or the preferred Manufacturers Warranty Form including; name, address, and phone number of the customer, model number of unit, serial number, installation date, date of failure, date of service, parts replaced under warranty, detailed description of work done, time invested in replacing parts, and travel time if applicable.
- In most cases an end users sales receipt and an Eclipse invoice number (showing original date of purchase from us), are required to accompany the claim form. When the service is complete and the customer is satisfied, fax the completed warranty form, the end users sales receipt, and our original invoice number to Eclipse. We will then file the claim for you.
- Occasionally, a manufacturer may require a photograph as proof of a suspected problem. If you feel it may be helpful in assisting the process, you may email photos to Eclipse and we will include them along with the claim forms. If the manufacturer requires photos and none are submitted, Eclipse will contact you.
- Sometimes parts are required to be returned to the manufacturer for final inspection. It is recommended to retain all suspected, defective parts for a period of 6 months. If the manufacturer requires its return, you will be contacted.
- If the warranty claim is accepted, and once the credit is received from the manufacturer, Eclipse will credit your account for the covered parts, plus any labor or travel time if applicable, per the manufacturers' policy.
- Sometimes a claim may be denied, for various reasons. You should be prepared to absorb some costs, and be cautious when a customer is asking for a part to be replaced under warranty. If the claim is denied, you will not receive a credit for the service or the parts. If it is denied for lack of information, you will be notified by Eclipse. Once the information is received, we will submit the claim again for you.
- Claims require time. It may take up to a few months to receive credit for a warranty claim. We will do our best to expedite the paperwork process to assure your claim is handled in a timely manner.
- Eclipse is here to help! If you require assistance on filling out a specific form, have questions, or need help with determining part numbers for suspected warranty parts, please call us anytime.