To ensure that Warranty Credit requests are handled in the most efficient manner, claims should be submitted according to the **Free Form Warranty Claiming Policy**.

1) CLAIM PROCEDURE

a) At the time of repair, **all failed parts must be tagged with the part's tag supplied with each warranty claim. Dealer name, customer name, and part number must be indicated on each part.**

b) All failed parts **must** be stored at the dealership as of the claim date.

c) The warranty claim form must be fully completed, supplying all requested information. (See Claim Form, page 6)

d) Each claim form may only list parts from one serial numbered unit (i.e. do not claim parts from a cultivator under a swath roller serial number). When filling out a claim, do not combine two credit types on one form (e.g. warranty and shortage).

e) Warranty labor is to be claimed on the warranty claim form, only if the dealer performed the warranty labor. Travel time is not covered by warranty and should not be included.

f) Claims involving Mandatory Parts Return items (see Warranty Parts Return, page 2) must be returned together *with the parts*, ***freight pre-paid to St. Brieux.*** Parts returned collect will **not** be accepted and will be returned to the dealer at the dealer's expense.

g) Claims **must** be returned to St. Brieux within 60 days following the failure date. **Claims received past 60 days following the failure date unless authorized by Free Form, will not be eligible for warranty.**

2) CLAIM FORM

When filing a warranty claim form, please follow the outlined procedure to aid in processing the claim. Claims, which are not properly completed, will be returned with credit denied.

a) Fill out a separate form for each machine indicating complete serial number and all other requested information.

b) Only 8 part numbers can be claimed on each claim form.

c) Free Form part numbers are to be used at all times.

d) The following areas must be completed, or the claim will be returned for completion:

1) **Dealer name** or six letter Dealer code
2) **Model number** of machine (only one model number per claim)
3) **Serial number** of machine (only one serial number per claim)

4) **Lot number** of machine (only one lot number per claim) – where applicable
5) **Customer name** and address
6) **Delivery date** of machine
7) **Repair date** (start of work order)
8) **Claim date** (date warranty claim is submitted to Free Form)
9) **Warranty type** - only one type per claim:
   a) Machine Warranty - as outlined in the Free Form Warranty Policy
   b) Shortage - short-shipped items on new Free Form equipment
   c) Parts Warranty - defective parts or replacement parts that fail within twelve (12) months of the repair date. Parts Warranty must be accompanied by a bill of sale or work order
10) **Part quantity**
11) **Free From part number** - other part numbers will not be accepted
12) **Description of part number**
13) **Part failure code** - taken from the Free Form Failure Code List (page 3 & 4)
14) **Complete description of failure**, if required
15) **Dealer comments** - space designated for further comments, authorization numbers, description of work performed, etc.
16) **Dealer signature**
17) **Labor hours -**

3) WARRANTY PARTS RETURN

All defective parts must be properly labelled with the parts tag supplied with each warranty claim. Dealer name, customer name, and part number must be recorded on the tag.

There are two types of Free Form Warranty Parts:
a) Mandatory Return Parts - These are parts that must be returned **with** the Warranty claim at the time the warranty claim is submitted to Free Form.
Mandatory Return Parts include:

- Broken shanks

Dealers must return all Warranty Claims and Mandatory Return Parts, within 60 days of failure, to:

Free Form Plastic Products
Box 159
St. Brieux, SK
S0K 3V0

b) Requested Return Parts - May include all other parts that are not Mandatory Return Parts as listed above. All claimed parts other than Mandatory Return Parts **must** be held

at the dealership, labeled appropriately, for a period of 90 days after the warranty claim credit has been received from Free Form. Free Form can request these parts at any time within the 90-day period with a Request for Parts Return Form (page 5). **After the 90-day period, the parts must be scrapped and separated from any remaining warranty parts**.

Free Form dealers must return Requested Parts, freight pre-paid, within 30 days of receiving notification. Requested parts that are returned collect will **not** be accepted. Requested Parts received after 30 days of notification may have the warranty revoked. Dealers must return parts to St. Brieux.

4) Policy Adjustments

A situation may arise where a customer or your dealership believes that Free form should provide warranty on a Free Form machine that is not covered by basic warranty, or after warranty has expired. Requests for this type of warranty must be directed to the Free Form Warranty Department for approval.

Dealers may request a policy adjustment from their Free Form Territory Representative. If a policy adjustment is approved, a Warranty Authorization Number will be issued. This number is to be placed in the comment section of the Warranty Claim. The number will be used as a reference when processing the claim to ensure that the approved credit is received. **Claims for Policy Adjustments submitted without an Authorization Number will be rejected**.

5) Failure Codes

CAME LOOSE – STRIPPED	A01	CYLINDER OIL LEAK - INT	H01
IMPROPER ADJUSTMENT	A02	CYLINDER OIL LEAK - EXT	H02
IMPROPER ASSEMBLY	A03	OIL LEAK - FITTING	H03
LEAKS AIR	A04	OIL LEAK - HOSE OR LINE	H04
LEAKS WATER	A05	CYLINDER SHAFT- PEELING	H05
MISALIGNED – SHIFTED	A06	CYLINDER SHAFT- PITTED	H06
UNABLE TO ADJUST	A07	HOSE CRIMP - LEAKING	H07
WRONG PART	A08		
		PREMATURE WEAR	M01
		OTHER WRITTEN DESCRIPTION REQUIRED	M02
BENT	B01	BROKEN SHANK	M03
BROKEN	B02	BENT SHANK	M04
DISTORTED	B03	MONITOR CORE CREDIT	M05
DINGS – DENTS	B04	SHORTAGES	M06
CRACKED	B05	SHIPPING DAMAGE	M07
SEALER - GLUE OMITTED	B06	FREIGHT	M08
SEIZED – BINDS	B07	STAMPED SHANKS	M09
SPLIT	B08	METERING AUGER POLICY	M10
CORRODED – PITTED	B09		
POOR CASTING	B10	THIN PAINT / RUSTING	P01

TEETH DAMAGED	D01
VIBRATION	D02
OUT OF ROUND	D03
NOISE – RATTLES	D04
SLIPPING	D05
OPEN CIRCUIT	E01
BURNED OUT	E02
SHORTED – GROUNDED	E03
CROSSED CIRCUITS	E04
DAMAGED INSULATION	E05
DAMAGED TERMINALS	E06

BLISTERED/PEELING PAINT	P02
FOREIGN MATERIAL IN PAINT	P03
PAINT RUNS - SAG	P04
WELD, POROUS	W01
WELD, IMPROPER	W02
WELD, BROKEN	W03
WELD, COLD LAP	WO4
WELD, UNDERCUT	W05
WELD, MISSED	W06
WELD, POOR FUSION	W07
MONITOR, UNABLE TO PROGRAM	X01
MONITOR, IMPROPER FUNCTION AND READINGS	X02
MONITOR, POWER LOSS	X03

FREE FORM
DIV. OF BOURGAULT

WPR# _____

DEALER:
ATTENTION:
DATE:

FROM:
Tel: (306)275-2155 FAX: (306)-275-2101

WARRANTY PARTS RETURN REQUEST

ITEM	QTY	PART NUMBER	DESCRIPTION	F.C.	WARRANTY CLAIM
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

COMMENTS:

Free Form dealers must return requested parts within 30 days of request date.
All requested parts must be returned freight prepaid.
Parts not returned within 30 days will be subject to credit reversal.

Free Form Plastic Products Inc. Box 159, St.Brieux, Saskatchewan, Canada S0K 3V0 Ph. (306) 275-2155 Fax (306) 275-2101			WARRANTY CLAIM No.		
DEALER 1			CUSTOMER		
MODEL 2			ADDRESS 5		
SERIAL NUMBER 3	LOT NUMBER 4		TOWN/CITY	PROV.	POSTAL CODE

DELIVERY DATE:			REPAIR DATE:			CLAIM DATE:		
MONTH	DAY	YEAR	MONTH	DAY	YEAR	MONTH	DAY	YEAR
	6			7				

CREDIT TYPE (Please check one) 9	Machine Warranty	Shortage	Parts Warranty	Dealer W.O. # 8

ITEM	QTY	PART NUMBER	DESCRIPTION	FAILURE CODE	CAUSE OF FAILURE
1	10				
2					
3					14
4		11		13	
5					
6			12		
7					
8					

DEALER COMMENT:

15

DEALER SIGNATURE: 16	CUSTOMER SIGNATURE:	NUMBER OF HOURS LABOUR 17

QTY	% WARRANTY	COST	EXT. COST	WARRANTY COST	REF. COST	CREDIT	ACCOUNT
			18				

FREE FORM COMMENTS:	PARTS TOTAL	
	LABOUR CREDIT APPROVED	
	GST	
	TOTAL CREDIT APPROVED	

FREE FORM REPRESENTATIVE:	MONTH	DAY	YEAR
CREDIT APPROVED BY:			
CLERK:			

GST# R 122927312