Section 4: Packaging of Warranty Parts

All warranty parts are to be handled with due care and attention. These parts are being returned to Free Form for analysis and possible supplier credit. All 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.

Mandatory Return Parts must be returned with the warranty claim at the time the warranty claim is submitted to Free Form. A copy of the warranty claim and a copy of the Warranty Parts Request Form must accompany Return Parts. The packing slip and any additional paperwork should be enclosed in a weatherproof envelope.

Parts must be packaged to ensure they are not damaged or contaminated during shipment. **Parts that cannot be properly analysed due to damage or contamination, which is a direct result of improper packaging, will be subject to credit reversal.**