



## WARRANTY CLAIM PROCEDURES

Effective July 1, 2002

Our procedures for warranty claims have been revised so that it can be administered in a more timely and equitable manner. Please review these procedures for the implementation of a smooth transition in procedure.

Credits will no longer be given in lieu of tanks found defective under the limited five-year warranty provided by Elbi of America, Inc. Defective tanks will be replaced tank for tank. The replacements will be shipped along with the next order placed for shipment.

The procedure to be followed when making a claim under the warranty is as follows:

1. You should contact your Sales Representative or Elbi of America for a Warranty Claim Form.
2. Once you receive the claim form via fax, it is to be completed in its **entirety** in order for the claim to be considered.
3. Fax this to Elbi of America, Inc. (713-674-2982) and you will be notified with an RGA Number and further instructions within three (3) working days.

These instructions may include: returning the tank prepaid, return only the label, or be notified the warranty claim is denied and the reason for denial.

4. All returns are to include the original Warranty Claim Form, the original proof of purchase or installation, and the original label via certified US mail or the defective tank prepaid to:

**Elbi of America, Inc.  
525 McCarty Street  
Houston, TX 77029**

Please retain a copy of all documentation for your records.

5. A "Warranty Memo" for the same model of tank will be issued and faxed to you within five (5) days of receipt of the requested items.
6. The item will be shipped back to when your next order is placed unless requested prior and then it will be shipped to you prepaid. You will be credited within five (5) working days for all freight charges for any tanks found to be defective.

**Please keep in mind that the Labor Allowance was discontinued effective January 1, 2002.** If any damages are caused by Elbi tanks due to their failure, a detailed incident statement, including any pictures taken of the damages, must be filed along with the Warranty Claim Form. This will be forwarded to our insurance carrier by certified mail within three (3) working days of receipt for investigation and processing.

**The Manufacturer**



**Elbi of America, Inc.**