



WARRANTY CLAIM FORM

Print 1 out, Fill out, Attach to item, This form is for our records only, this form is printed and attached to the warranty, Once warranty is complete this same form is then filed in shorelines 'Warranty file'

Item: _____ **Customer**

Item Number _____ **Customer**

Date Received: ____/____/____ **Customer**

Customer Name: _____ **Customer**

Customer Phone: _____ **Customer**

Customer Address: _____ **Customer**

Detailed Description Of Problem: (must complete in full by **Customer (YOU)**)

Item Status – To be filled out by shoreline staff

Status 1: _____ Date: ____/____/____ (Eg Status 1: ___ Shelled ___ Date: __13_/10/2010)

Status 2: _____ Date: ____/____/____ (Eg Status 2: ___ Waiting on Parts ___ Date: __14_/10/2010)

Status 3: _____ Date: ____/____/____ (Eg Status 3: ___ Under Going Repair (UGR) Date: __18_/10/2010)

Status 4: _____ Date: ____/____/____ (Eg Status 4: Could not Repair, Discarded Date: __18_/10/2010)

Status 5: _____ Date: ____/____/____ (Eg Status 5 : ___ New item sent out ___ Date: __18_/10/2010)

UGR- Undergoing repair, CNR- Could not repair, RP- Repaired, REPL – Replaced, NISO- New item sent out, WP –Waiting Parts

Warranty Cost: - To be filled out by shoreline staff

Approximate Labour Hours: _____ @ \$18hr = _____

Tracking Number: _____ Postage Costs \$ _____

Cost of New Item \$ _____

MISC COSTS \$ _____

TOTAL LOSS ON WARRANTY \$ _____

NOTES: