



WARRANTY REQUEST INSTRUCTIONS

Date : _____ Page : _____ of _____ FAX # _____

Attn : _____ From _____

Company : _____ Reference (WRC) # : _____

Dear Humdinger Equipment, Ltd. Customer,

We are sorry to discover you have experienced a failure with our equipment. We will be happy to consider a warranty request from your company upon receipt of a completed Warranty Request Claim form. To make sure that your claim is processed promptly, please follow these easy steps:

1. Fill out the attached Warranty Request Claim form (WRC) completely. All information must be supplied for warranty consideration. The claim must be submitted to Humdinger Equipment, Ltd. Warranty within thirty days of the date listed above.
2. When you are ready to order replacement part(s) with our Parts Department, assign a Purchase Order number and please reference the WRC number at the time of order.
3. Parts Disposition: Please hold all parts used for the warranty repair for ninety days from date of claim payment. Humdinger Equipment, Ltd. may ask for the return of those parts for engineering evaluation before the claim can be paid.

If we call for the parts, we suggest you place all failed parts in a box and label it with the corresponding WRC number and return parts with a copy of the WRC form as a packing slip. Package parts carefully to avoid additional damage that may hinder our inspection for warranty approval.

Please make copies of the WRC form for your records and return a copy with the failed parts. Parts returned without the WRC form will be refused by Humdinger Equipment, Ltd. It is very important that you list the WRC number on the shipping box with the returned parts.

If we can be of further assistance please contact the Humdinger Equipment, Ltd.
Warranty Department
(888) 999-4909 or (806) 771-9944

We reserve the right to repair, exchange parts or units at our discretion. We also reserve the right to furnish reconditioned parts for warranty repairs. If you return a unit to us for warranty inspection we will repair the unit (providing unit is covered under warranty) and return the unit to you.
Replacement unit(s) ordered while failed equipment is in for evaluation or repair is at your discretion and is your responsibility.

Receipt of a Warranty Request Claim form does not indicate approval. Omissions of any required information or failure to return parts may result in partial reimbursement or denial of the claim.

HUMDINGEREQUIPMENT.COM • TANA-NA.COM

3202 Clovis Road
Lubbock, Texas 79415
P 806-771-9944
TF 888-999-4909
F 806-771-9945



Warranty Claim Parts Return Instructions

Date _____ Page ___ of ___ FAX _____
Attn _____ From _____ _____
Company _____ _____

Dear Humdinger Equipment, Ltd. Customer,

We are requesting that all parts for the following claim be returned to Humdinger Equipment, Ltd. for inspection before we can consider paying the claim.

These parts must be shipped within ten business days from the date listed above to be considered.

WRC # _____
Dated _____

Model: _____
Serial# _____

We suggest you place all failed parts in a box and label it with attached mailing label. Package parts carefully to avoid additional damage that may hinder our inspection for warranty approval.

Please make copies of the WRC form for your records and return a copy with the failed parts. Parts returned without the WRC form will be refused by Humdinger Equipment, Ltd. It is very important that you list the WRC number on the shipping box with the returned parts.

If we can be of further assistance please contact the Humdinger Equipment, Ltd. Warranty Department at (888)999-4909 or (806)771-9944

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Dear valued customer:

We have included a mailing label for you to use when you return defective parts to Humdinger Equipment, Ltd.

This shipping label has our address and your parts return tracking # to speed up the inspection process.

Please add your address to the label so our receiving department knows who sent the package.

Thank you for your time and consideration.

Fold here

From:

□

To:
HUMDINGER EQUIPMENT, LTD.
714 E. 34th STREET
LUBBOCK, TEXAS 79404
WARRANTY DEPARTMENT
WARRANTY REQUEST CLAIM #:

□

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