

EDELMANN®**EDELMANN
ELITE**

LABOR CLAIM REQUEST

Plews & Edelmann
1550 Franklin Grove Road
Dixon, IL 61021

All sections must be completed. All submissions must be typed. No handwritten requests will be accepted. See eligibility requirements on Page 2.

WAREHOUSE INFORMATION		
Company Name:	Acct #:	Date:
Address:	DC# / Location:	Phone:
City:	Contact Name:	
State:	Zip:	E-mail:

JOBBER INFORMATION		
Company Name:	Acct #:	Date:
Address:	Store#:	Phone:
City:	Contact Name:	
State:	Zip:	E-mail:

SERVICE FACILITY / INSTALLER INFORMATION			
Company Name:	Technician Name:		
Address:	E-mail:		
City:	State:	Zip:	Phone:

VEHICLE INFORMATION					
Owner Name:	Make:	Transmission:		Automatic	Manual
E-mail:	Model:	AWD	FWD	RWD	4X4
Phone:	Sub-Model:	Electric	Diesel		Power Steering:
VIN:	Engine Size:	Hybrid	Turbo		Yes No
Year:	Accident Involved:	Yes	No	A/C:	Yes No
					Hydroboost:
					Yes No

PRODUCT INFORMATION					
PS Hose	Rack & Pinion	Coolers	Date of Installation:	Mileage at Installation:	
PS Pump	Gear Box	Other	Date of Failure:	Mileage at Failure:	
Part Number:	Flushed System	Reservoir Flush	Provide type and brand of fluid used:		
Edelmann Elite DNA # (Edelmann Elite Hard Parts Only):					
Provide detailed description of product failure and any damage:					
Resolution of problem:					

CLAIM INFORMATION		
<p>Submit claim form to receive RGA Number before shipping unit to Plews & Edelmann. Claim must include completed form, original purchase receipt including date, original service repair order with parts and labor bill and alleged failed part. See page 2 for return shipping instructions.</p>		
Total Labor Hours:	Labor Rate*:	Total Labor Cost:
<p>DISCLAIMER: Acceptance or payment of the claim does not indicate product failure was the fault of the manufacturer or distributor. * Labor rate is limited to a maximum labor reimbursement of \$60/hour.</p>		Total Parts Cost:
		Total Claim Amount:

I hereby certify that the information on this claim is true and correct and that I have included all required documents.

Name of person submitting claim (please print):	Signature:
Date:	

To be eligible for labor reimbursement:

1. Labor claims are only valid within 2 years / 24,000 miles after installation of the part.
2. All parts must meet requirements for a warranty return, based on the below:
See full hard parts warranty: [Edelmann Elite Warranty - Hard Parts](#)
See full Elite hose, cooler, and filter warranty: [Edelmann Elite Warranty](#)
All other products, see our standard warranty: [Plews & Edelmann Standard Warranty](#)
3. The unit must be shipped freight paid. Shipping charges will be reimbursed if the unit is found to be defective.
4. Complete page 1 of the Labor Claim Request form and submit to receive RGA # before returning. Submit form online [here](#) or email to: RGA@PLEWS.COM
5. Prepare the unit and all paperwork for return to Plews. Keep a copy of all documentation and tracking number for shipment. Include the following:

Completed Labor Claim Request Form LC-01

Original receipt of purchase

Original service repair order, must include parts and labor bill

Unit bagged or wrapped to protect from leaking and tagged with RGA#

6. Only units with an assigned Plews RGA # will be accepted. Cut out the label below, mark with RGA # and securely attach to shipping carton.

* Claims will be honored if the unit meets the above requirements and is found to be defective in material or workmanship.

** Claims which are incomplete or contain fluid soaked paperwork will be returned or issued credit at the discretion of Plews.

*** Credit will be issued based on our labor reimbursement policy for the product. Allow 4-6 weeks for processing.

**** Any unit found to be defective will not be returned and will be the property of Plews.

***** Labor claims will only be considered for professionally licensed installations