



WARRANTY SUBMISSION PROCEDURE

DAVCO needs the following information before a RGA Number can be generated. After completing the form details below, save it and attach the form to an email. Please enter in the subject line of your email: Customer Claim (listing your claim number). Missing information on the form may delay your warranty claim.

REN Product Returns: Before any used REN products are returned, a picture of the unit and the application that it is being used on will have to be submitted to DAVCO for review. DAVCO will review the pictures and the application to make sure the REN product was properly installed. Once the application has been reviewed and the product been determined to have been properly installed, a RGA number will be issued.

Send the email to bbartels@davco.com in DAVCO's Warranty Department.

When all the required information is received and approved by DAVCO, a RGA Number will be e-mailed to the contact listed on the form, along with information on how to proceed. After the Warranty Claim at issue is returned to DAVCO, testing will be performed. The results of testing will be emailed to the contact.

If you have any questions during this process, please contact:

Bryan Bartels
DAVCO Technology, LLC
Senior Analyst Warranty / Quality
bbartels@davco.com
Direct (734) 944-6445

Customer's Claim Number _____

Issue Details

Customer _____

Contact Name _____

Contact Phone Number _____

E-mail _____

Complaint _____

DAVCO Unit Part Number _____

VIN# or Unit# _____

Installer _____

Technical Notes

Dealer _____

In-Service Date _____

Claim Date _____

Mileage/Hours _____

Number Of Units Returning _____

Total Claim (\$ Amount) _____

Total Part (\$ Amount) (show all parts on claim) _____

Total Handling (\$ Amount if any) _____

Total Labor (\$ Amount) _____

Total (SRT) Labor Hours _____

Hourly Rate (\$ Amount) _____