



## **WARRANTY CLAIM PROCESS**

For Warranty claims, contact Leer's Customer Service Department at 1-800-766-5337 or [warrantyclaims@leerinc.com](mailto:warrantyclaims@leerinc.com). Leer's Technical Support Team is available to assist with diagnostics and proper Warranty claim procedures. End User is not required to obtain authorization from Leer prior to servicing a defective Product, provided that Leer reserves the right to review and dispute claims.

**All Warranty claims must be submitted within thirty (30) days of the repair to be considered. Incomplete and/or late submissions may be denied.**

## **REQUIRED INFORMATION FOR ALL WARRANTY CLAIMS**

To submit a claim under this Warranty, please include the information below and as requested on the Leer Walk-In Warranty Claim Form:

- End User's full name, address, and contact phone number.
- Model and serial number of the Product (the model and serial number is located on the tag typically located on the inside hinge side frame of the door).
- Model and serial number of condensing unit or evaporator coil.
- Job site name, address, and contact phone number (if different than End User's).
- Service provider's full name, address, and contact phone number.
- Full name, address, and contact phone number of End User and, if applicable, institution seeking reimbursement on behalf of End User.
- Current W9 of the person or institution seeking reimbursement on behalf of End User.
- Complete and accurate description of the problem or issue being repaired.
- Complete and accurate description of the service rendered to correct the issue.
- Complete and accurate itemized bill of materials including, but not limited to, parts, labor (hours and rates), and related charges, if applicable.
- For replacement parts available and manufactured by Leer, but which End User purchases from a third party, End User must provide the receipt indicating the price paid. If a receipt is not included, reimbursement will be made according to Leer's wholesale cost. During the applicable warranty period, replacement parts not sold by Leer that are not OEM are to be obtained from a replacement parts wholesaler.
- For Compressor claims only, include a copy of the receipt indicating the price paid along with a copy of the core credit receipt, if applicable.
- For Compressor claims only, include a copy of the Compressor serial tag clearly showing the Compressor model and serial number.

\* Please see the full text of the Walk-In Warranty Packet for the warranty terms and exclusions to the warranty, as well as other important terms and conditions.

