

Volume

1



STARGATE MANUFACTURING INC.

## Warranty Procedures Guide

---



## Stargate Warranty Procedures.

1. No repairs to be started until failure is diagnosed and warranty work is authorized by Stargate Manufacturing Inc. All invoices regarding any repairs not authorized by Stargate Manufacturing Inc. will NOT be accepted and will NOT be paid.
2. In order to determine if it is a warranty work, a "warranty adjustment request form" must be completed and faxed to Stargate's Warranty Department. The request form will then be reviewed and a copy will be send back to the applicant indicating whether it has been approved and assigned a claim number, or it has been denied.
3. Any and all replaced parts must be sent to Stargate's Warranty Department for inspection. Note: Failure to return parts to Stargate Manufacturing will result in claim rejection. **All Parts must be sent back prepaid.**
4. If claim involves repairs without any part replacement, photographs must be taken and attached to the "warranty adjustment request form", and then sent or e-mailed to Stargate Manufacturing Inc.
5. All invoices on approved claims must have the claim number on them and be returned to Stargate's Manufacturing Warranty Department.

CONTACT: Domenic Zangrilli or Steve Kvarda @ 1-855-218-6888 or 905-636-7888

E-MAIL: [manufacturing@stargatetrailers.ca](mailto:manufacturing@stargatetrailers.ca)

