

## CUSTOMER WARRANTY CLAIM

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PLEASE READ AND COMPLY WITH ALL THESE REQUIREMENTS TO EXPEDITE THE PROCESSING OF YOUR CLAIM

### **STOP: BEFORE PROCESSING CLAIM**

- Have you read Polyguard Covers, Inc. Product Warranty Information?
  - Products/Parts not manufactured by Polyguard carry only the warranty of the manufacturer and the purchaser should contact the manufacturer with respect to the damaged part not warranted by Polyguard.
  - Polyguard and Metalguard are not warranted against damage to the covers or personal property caused by Mother Nature; high winds, storms, snow, etc. but are probably covered by homeowners insurance.
  - Polyguard and Metalguard Covers are not designed to be structural; they are made to support 350lbs. as a demonstration of strength and not intended to support people, pets, furniture and other household items.
- Have the covers been properly maintained/cleaned? Polyguard and Metalguard Covers should be inspected and cleaned regularly.
  - Polyguard Covers should be kept clean to eliminate the buildup of hard water spots (if applicable). Hard water deposits can cause discoloration that is not covered under the warranty.

### 1. General instructions

A completed copy of this form with a dated signature acknowledging customer has read Polyguard Covers, Inc. product warranty must accompany all product warranty claims.

### 2. Warranty Preference

Please indicate your preference of Replacement Request or Repair Request.

### 3. Specific Requirements

If damage to your cover (for example breakage due to defects in materials or workmanship) a detailed reason for product return as well as pictures indicating the breakage is required for warranty claim consideration. If discoloration to your cover (due to defects in materials or workmanship) a detailed reason for product return and pictures is also required for warranty claims. This will allow for a thorough evaluation of the claim as necessary.

**IMPORTANT:** Polyguard Covers, Inc. product warrant does not cover damage caused by improper maintenance and/or cleaning of the product, damage caused by Mother Nature, and/or accessories or parts not manufactured by the purchaser, such as but not limited to bolts, clips, screws.



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### CUSTOMER WARRANTY CLAIM

#### I. WARRANTY PREFERENCE

Please check one. If no preference is selected, this warranty claim will not be processed.

- Replacement Request       Customer Repair Request

#### II. CUSTOMER INFORMATION

Customer Name: \_\_\_\_\_ Invoice/Order # \_\_\_\_\_

Date Installed: \_\_\_\_\_

Address: \_\_\_\_\_

City \_\_\_\_\_ Zip Code: \_\_\_\_\_

Email Address (for warranty claim response) \_\_\_\_\_

#### III. PRODUCT INFORMATION

I.E. Metalguard or Polyguard Cover, Description

\_\_\_\_\_  
\_\_\_\_\_

#### IV. DETAILED REASON(S) FOR CLAIM

Please include a detailed description of defects, discoloration, and any other application information pertaining to your claim. Please include pictures of the defects/discoloration due to defects

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

I have read the Polyguard product warranty, maintenance and completed the warranty claim form. I have included a detailed reason for claim, as well as pictures. Once this claim has been submitted, I understand this claim will need to be reviewed by Polyguard Covers, Inc. in accordance with product warranty.

Customer Signature: \_\_\_\_\_ Date of Claim: \_\_\_\_\_