



Customer Service
 7101 Jackson Ave
 Ann Arbor, MI 48103
 Phone: (800) 444-7210
 Fax: (734) 769-9501
 Email: warranty@thetford.com

Warranty Claim Form

Claim #: _____

Date: _____

Service Facility

Name _____
 Address _____
 Phone _____ Fax _____

Customer

Name _____
 Address _____
 Phone _____

Product Identification

Refrigerator

Model # _____ Serial # _____
 Date of Purchase: _____
 Cooling Unit Serial #: _____
 Extended Warranty: Yes No
 Expiration Date: _____

Sanitation Equipment

Model Name: _____
 Model #: _____
 Code/Serial #: _____
 Purchase Date: _____
 Original Owner: Yes No

All Products

Products installed in accordance to Norcold's and Thetford's product manuals: Correct Incorrect
 If incorrect _____

VEHICLE INFORMATION Yr: _____
 Manufacturer: _____
 Brand Name: _____
 Date of Purchase: _____
 VIN #: _____

Customer's Complaint

Repair Information

Part #: _____
 Part Description: _____
 Description of Repair Performed: _____

 New Cooling Unit Serial # (if applicable): _____
 RMA (FRIR) # (if applicable): _____
 Special Authorization # (if applicable): _____

Labor Rate _____
 Time Allowance _____
 Time Allowance x Hourly Labor Rate _____
 Tax (if applicable) _____
 Total _____
 Part supplied by Distributor or Thetford/Norcold at no Charge? Yes No
 Was replacement part from your purchased stock? Yes No
 If yes, Thetford/Norcold will replace part at no charge with proof of purchase.

Service Facility & Customer Verification of Repairs

Service Facility

I certify that I have performed the above repair(s) _____ Repair Date _____

Customer

I certify that my product has been serviced and it is operating to my satisfaction.

Customer's Signature: _____ Date _____