



Service Center / Dealer Information
Form available at www.thetford.com



Email: warranty@thetford.com

Fax: 734-769-9501

Section 1: Basic Information

Company Name:	Shipping Address:					
Phone:	City:	State: Zip:				
Fax:	Mailing Address:					
Owner:	City:	State: Zip:				
Parts Manager:	Which months are you open at this location?					
	Jan.	Feb.	Mar.	Apr.	May	Jun.
	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
Service Manager:	Mobile Only? Y/N (Our records only)	Email:				
Main Contact:	Length of time in business?	Website: http://				
	Labor Rate:	Effective Date:				
Does your business move to another state/province for part of the year (a.k.a. "snowbird")? If yes, please list your ALTERNATE SEASONAL LOCATION here:						
Alt. Seasonal location Address:						
	Alt. City:	Alt. State:	Alt. Zip:			

Section 2: Service Listing

Effective October 2014, most active Thetford and Norcold dealers are listed on the dealer locator site at www.thetford.com. For accuracy, please check all applicable services from the options below, or opt-out if you do not wish to be listed as a service center.

Which systems do you service? Check all that apply:	RV Refrigeration	Marine Refrigeration	Truck Refrigeration
	RV Sanitation	Marine Sanitation	Truck Sanitation
	SaniCon®	Recall	

Do you offer Mobile Service? Y/N

You may opt-out of listing by checking either box:	My business does NOT offer service for Thetford-Norcold products. This is for retail-only stores: Please skip to Section 4.	I offer service, but I choose to OMIT my business from being listed on the Thetford/Norcold Service Center locator site.
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Section 3: Warranty Procedures and Signature (MUST read & sign!)

The service facility will diagnose the problem and contact Thetford or Norcold to request warranty replacement parts. Replacement parts are provided at no cost to the consumer when they are covered under warranty. All labor charges for warranty work must be billed directly to Thetford or Norcold using the flat rate time allowance charts (provided in your dealer welcome packet). Stock parts for Thetford or Norcold products are available for purchase through your local distributor. Canadian currency is calculated monthly. Charging the consumer directly is prohibited; service centers fund to do this will have their accounts de-activated.

Electronic Signature: By checking here, I certify that I have read and agree to the above.
 Name: Title: Date: