



ISRINGHAUSEN Inc. – WARRANTY CLAIM SUBMISSION – CUSTOMER CARE

To further help our customer base; ISRINGHAUSEN (ISRI USA) has compiled some information that may clear up some questions and/or concerns that you may have during your warranty claim process.

WARRANTY SUBMISSIONS OVERVIEW:

1. Information on the **Warranty Claim Request Notification Form** must be read and understood by the claim filer.
2. Information that is gathered by the **Warranty Claim Request Form** is important to process your claim effectively and efficiently. Missing information may result in delay and/or denial of your claim.
3. **Warranty Claim Request Notification Form** shall be completed for each warranty claim. Submit completed form to warranty@isriusa.com. *This e-mail box is monitored daily by ISRI warranty department, do not send to an individual's e-mail address at ISRI - USA as it may get misdirected, and delay your claim.*
4. To speed up processing times for warranty claims and save shipping costs; it is permissible to send photos of the failure. ***This does not include functional parts such as air valves; these must be tested at our facility.*** Items such as missing/broken rollers, broken brackets may be dispositioned from good clear photos of the failure.
5. After ISRI receives the **Warranty Claim Request Notification Form**, the information provided on that form will be entered into ISRI claim system. The ISRI claim system will generate a claim number that will be associated with your claim. If you have an internal claim, system for your facility be sure to include that number in the **Warranty Claim Request Notification Form**. There is a space provided on the form. This will be the reference number for your claim on your end, and will be the referenced on approved warranty claim payment. You will be provided with the ISRI claim number as well for your records; these two numbers will be searchable in our system for easy retrieval.
6. Please do not return parts without a request from ISRI warranty department. You will be provided with appropriate information for returning suspect part(s).
7. A detailed description of the failure/complaint is essential; to ensure the suspect failure is clearly understood by ISRI - USA. Failed part number and seat part number will assist ISRI in retrieving the proper replacement parts for your claim. If a parts list is needed for the seat in question, please contact **ISRI Technical Support** at atipton@isriusa.com and he can forward you a current parts list.

DISPOSITION (Parts / Cost Reimbursement):

1. Dispositioned from photos:

If the photos provided are of good quality and ISRI can disposition the claim from those photos, your claim will be processed at that time. If replacement parts are needed from ISRI and we dispositioned from your submitted photos we need to be aware of this. *Please check the appropriate box on the **Warranty Claim Request Notification Form** indicating that a replacement part needs to be sent to you.*

2. Returned part disposition:

If ISRI requests the part to be returned for disposition and you need a replacement part, you must place an order at orders@isriusa.com. If suspect part is found to be warrantable, you will be reimbursed for your purchase. *Please include the P.O. number on the **Warranty Claim Request Notification Form** (if P.O. number is available at time of submittal).*

3. Reimbursement process for approved claims:

If you receive a replacement part from ISRI at no charge, you will not receive a reimbursement for that part cost. If a part is ordered from ISRI and the warranty claim is approved, you will be reimbursed for that part(s) purchased, including the shipping cost. *If you purchase a part from any party other than ISRI, you will be only reimbursed the ISRI cost for replacement.*

4. Labor Reimbursement for approved claims:

Labor may be reimbursed. You must provide additional information (labor invoice) to have labor considered. ISRI follows a Standard Rate Time for each replaceable part. This Standard Rate Time is dictated to ISRI USA by our corporate office in Lemgo, Germany. This time is then multiplied by your hourly rate that is provided by you on the labor invoice. *If labor is not claimed, it will not be considered. Diagnostic time is not considered labor time, this is not recoverable.*

5. Shipping costs for approved claims:

Shipping costs on approved claims will be reimbursed; this includes any shipments to ISRI and parts that are shipped to you. *Please keep and submit appropriate documents to recover your shipping costs.*

6. Do not return entire seats.

ISRI USA only reimburses or repair/replaces the failed component, not the entire seat. *Do not return the complete seat for disposition, only the suspect part unless requested by the WARRANTY department.*

Reimbursements are processed twice monthly, and you can expect payment of approved warranty claims within one month after the disposition of the claim.

If you have any questions or concerns about your warranty claim or any information contained within this document, please direct them to warranty@isriusa.com / 843-225-1458.

More information about your ISRI seat is available at www.isriusa.com