



52182 Ember Road  
Lake Crystal, MN 56055

(800) 763-6017  
www.j-craftinc.com

### J-Craft Warranty Claim Procedure Updated: February 2015

J-Craft, Inc. will work with you on any product issues that may arise. In order to process your claims most efficiently, please follow the steps outlined below. However, you can Contact Us at any time if you have any concerns or issues that arise with our procedure.

1. If product is purchased directly through **J-CRAFT** please contact the **Technical Services Department** at **J-Craft**, furnish the truck body serial number or truck VIN, and describe the situation.

**J-Craft's Technical Service phone number is: 800-883-9191.**

- a. **Technical Services** will determine if the repair(s) merit warranty consideration.
  - b. If **Technical Services** determines the repair(s) are warrantable, they will assign a warranty claim number, send the customer a Return Authorization (RA) form, and advise the customer on how to proceed. **NO REPAIR OR MODIFICATION IS TO BE CONDUCTED WITHOUT A WARRANTY CLAIM NUMBER BEING ASSIGNED.**
2. All warranty repairs require pre-approval. Failure to receive pre-authorization may result in the claim being denied.
  3. An order to replace the warranted product will be created and labor credit will be determined. The part(s) will then be shipped "no charge".
  4. You will receive a separate Return Authorization (RA) letter for each product being returned. The RA letter will contain return shipping instructions of the defective product.
  5. If required, affix the provided shipping label on the packaged part to be returned and ship as instructed in RA letter (must be within 5 days).



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6. If you have been asked to return product by LTL freight, you must advise J-Craft's Warranty Department. Please contact them via fax or email with the tracking number as soon as the product has been shipped.

J-Craft Warranty Dept

Fax: 507-726-2559

Email: [dwolle@tbei.com](mailto:dwolle@tbei.com)

This will insure the issuance of any labor credit due and will avoid invoicing for any non-returned product (must be returned within 5 days).

7. If you were mailed or faxed a prepaid UPS label, apply label to container and take to nearest UPS shipping location (must be returned within 5 days).
8. Failure to ship product authorized for return will result in an invoice being sent for the full price of the shipped product.
9. The original warranty period is still in effect and will not be extended due to the part replacement.

***\*\* No warranty repair or invoice will be considered unless prior approval has been issue by the J-Craft warranty department.***