

2015 Handheld Product Replacement Form

This form should be used when Husqvarna suggested list price of the repair parts combined with the cost of flat rate labor exceeds 50% of Husqvarna suggested retail price of the product.

1. Customer must be original owner with dated sales receipt showing product purchased as new.
2. You must call Technical Services to discuss repair options. If determined to be warranty, Technical Services will issue an authorization to replace the unit. Please have all applicable information prior to calling: model #, bar length, s/n, date of purchase, etc.
3. You should enter a WebWarranty claim, complete as normal and be sure to include the authorization number. Include Customer's information on Warranty claim. NOTE: If claim is not by entered into WebWarranty, you will NOT be paid labor.
4. Labor amount, 5 units of labor = 30 minutes. Enter the 9 digit product sku/item number found on the Power website. DO NOT use the model number on the serial number tag for Chainsaws For all other products, the 9 digit model number on the serial number tag is the part number to enter on the warranty claim line. The Warranty Department will verify this price to reflect Dealer cost. Reimbursement is at dealer cost for product replacement.
5. Remove serial tag from old product and attach to this form. Take an electronic picture (scan, digital photo) of the dotted area of form below or scan entire form and attach to "file attachment" on the warranty claim instead of mailing (dealer then agrees to store physical form for 6 months after submission). Attachment must be legible to be accepted.
6. Replacement unit carries remaining original warranty or 30 days, whichever is longer. To register the product for warranty the date of purchase for the original unit would be used.
7. Perform Pre-Delivery Inspection and set up (PDI) on the new unit and register the product online.
8. Be sure to click on SAVE after you attach the form. Then click on SEND. (You must SAVE the attachment or it will not be connected.)

NEW OPTION: Take electronic picture of inside dotted area and attach to "file attachment" of Web Warranty claim

Authorization # (Ex: xxxxxx-xxxxxx)	Replacement Unit Information		
Web Warranty Claim #			
Dealer #			
Dealer Name	New Model #		
Customer Name	New Serial #		
Model #			
Serial Number			
Date of Purchase			
Please attach serial number tag here			
Removing the serial number / product tag from the old product, you are acknowledging that this product is no longer operable and will be destroyed.			
Dealer Signature _____	Date _____		