

MORDEN NATIONAL **WARRANTY REQUEST** FORM

PLEASE NOTE: THIS FORM IS FOR MORDEN NATIONAL DISTRIBUTOR CUSTOMERS ONLY

IF YOU ARE A CONTRACTOR PLEASE SUBMIT ALL WARRANTY REQUESTS TO YOUR DISTRIBUTOR. IF YOU ARE HOMEOWNER PLEASE CONTACT YOUR INSTALLING CONTRACTOR.

WARRANTY CLAIM TYPE (PLEASE CHECK ONE)

UNIT REPAIR WARRANTY FOR THE REPAIR OF AN INSTALLED UNIT
HEAT EXCHANGER WARRANTY FOR THE REPLACEMENT OF A HEAT EXCHANGER
SERVICE PART WARRANTY FOR A PURCHASED SERVICE PART

PRODUCT TYPE (PLEASE CHECK ONE)

GAS FURNACE	GAS BOILER	ARGO CONTROL	SERVICE PART
OIL FURNACE	OIL BOILER	ELECTRIC TANKLESS	
ELECTRIC FURNACE	ELECTRIC BOILER	GAS TANKLESS	

DISTRIBUTOR NAME

CONTACT

CITY PROVINCE

EMAIL PHONE

CONTRACTOR REFERENCE

INFORMATION FOR UNIT REPAIR AND HEAT EXCHANGER WARRANTY (MODEL# OF THE FURNACE,BOILER ETC.)

MODEL# DATE INSTALLED (D/M/Y)

SERIAL#

INFORMATION FOR SERVICE PART WARRANTY (ONLY USE THIS SECTION FOR CLAIMING WARRANTY ON A SERVICE PART)

SERVICE PART#

PURCHASED ON PO# DATE PURCHASED (D/M/Y)

WARRANTY REPLACEMENT PART(S) REQUIRED FOR THE WARRANTY REPAIR

REPAIR PART NUMBER REPAIR PART NUMBER

REPAIR PART NUMBER REPAIR PART NUMBER

PURCHASE ORDER FOR WARRANTY REPLACEMENT PARTS (NOT REQUIRED IF PART USED FROM DISTRIBUTORS STOCK)

PURCHASE ORDER NUMBER PART TAKEN FROM STOCK

PLEASE ATTACHED PURCHASE ORDER TO THIS FORM AND EMAIL TO RMA@MORDENNATIONAL.COM OR FAX TO 866-835-6667

BRIEFLY DESCRIBE REASON FOR REQUEST

I AGREE WITH THE TERMS AND CONDITIONS

TERMS & CONDITIONS

Prior Approval Required

All returns for warranty claim must be approved by Morden National and require an RETURN MATERIAL # prior to return of the material.

Heat Exchanger Warranty

Once we receive your request for a heat exchanger warranty we will contact you and request the following:

1. A picture of the existing heat exchanger which exhibits the failure.
2. Service records for the appliance as stated in the Installation and Operation Manual supplied with the unit.
3. Proof of original ownership by the homeowner.

Return Authorization Expiration

Once the RM # is issued, the product must be returned within 90 days of the RM date, or the RM will be canceled. Products approved for return that are received after 90 days from RM issue date will not be accepted.

Shipping and Packaging

ALL WARRANTY RETURNS MUST HAVE THE RM# CLEARLY DISPLAYED ON THE EXTERIOR OF THE PACKAGE OR THE PACKAGE WILL NOT BE ACCEPTED. RM ISSUED PAPERWORK MUST BE INCLUDED WITH THE RETURN.

All returns must be shipped prepaid by the customer unless otherwise directed by Morden National.

Ship all approved return material to the location indicated on the RM Verification.

Warranty Replacement Part

If a warranty replacement part is desired it must be indicated on the RMA Request Form. A PO# is required for the replacement shipment and must be indicated on the WARRANTY REQUEST FORM. All replacement parts will be invoiced at time of shipment. Please fax or email your purchase order to customer service.

Morden National will pay the ground freight for all warranty replacements.

Application of Warranty Credit

Credit for returned warranty parts will be applied to the customer's account) only after confirmation of receipt by Morden National and inspection of the product. **Warranty credit issued for components of finished goods whose replacements were not purchased through ECR will be credited at 70% of Morden National's net price.**

ONCE COMPLETE PLEASE EMAIL THIS FORM TO RMA@MORDENNATIONAL.COM OR FAX TO 866-835-6667.
FOR ADDITIONAL FORMS OR TO COMPLETE ONLINE GO TO www.mordennational.com/rma.html.