

SERVICE BULLETIN

NO. 223

DATE: 12/10/03



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REPLACES BULLETIN NO. 182

SUBJECT: WARRANTY CLAIM PROCESSING POLICY – USA

- **ALL WARRANTY CLAIMS MUST BE SUBMITTED ON A CFESA FORM WHICH CAN BE OBTAINED FROM CFESA HEADQUARTERS AT 1-336-346-4700.**
- **ALL CFESA FORMS MUST BE COMPLETELY FILLED OUT INCLUDING THE SUPPLY VOLTAGE.**
- Warranty Claim Service Reports will be submitted within thirty (30) days of the actual date of service.
- 45 days from the date of service for a Sub-Agent's Warranty-Claim Service Report.
- The ASA will be reimbursed for warranty services provided within thirty (30) days of the manufacturer's receipt of an acceptable Warranty Claim Service Report **OR** receive a Warranty Claim Status Report explaining why a claim is in whole or part, not being paid.
- Warranty Claim Status Reports notifying the ASA of a claim's rejection (and why) will be **FAXED OR EMAILED** to the ASA's established office fax number or email address.
- The ASA will then have fifteen (15) days from the date of this fax to provide the missing and/or corrected information required.
- Warranty Claim Status Reports notifying the ASA of the payment of an amount less than claimed, an adjustment (and why) will be sent to the ASA along with the payment that has been approved.
- The ASA will then have fifteen (15) days in which to provide us with any significant information that might change this adjustment decision.
- If an ASA submitted a Warranty Claim Service Report within the required time period and does not receive payment or a Warranty Claim Status Report (notice of an adjustment or actual rejection) within forty-five (45) days of the submittal, or seventy-five (75) days of the date of service, they may fax us a request for a status report on the specific Warranty Claim/Service Report in question. Warranty Service Reports submitted more than ninety (90) days after the date of service will not be considered for payment. Check "Your Account" www.ajantunes.com by using your Account ID Number (which is the same as your Account Number) and your Password which can be obtained by calling Lucy at 1-877-392-7854.
- Each Warranty Claim should cover the service of one (1) piece of equipment and must have Model and/or Serial Number listed. For Instance, if more than one piece of equipment is serviced at the same address on the same day, a Warranty Claim for each piece of equipment must be submitted.
- All Warranty parts that cost more than \$50.00 net need to be returned to the factory with the original warranty form for inspection.

Following these procedures will help us in expediting all Warranty Claims.