



Effective: January 1, 2020

## **WARRANTY CLAIM PROCEDURE**

When a machine is found to have a defective part or parts within the established warranty period, it is important that you adhere to the following procedure:

- 1) Contact our office by phone, e-mail or fax to advise of the circumstances of the part failure(s), determine the proper part number(s) of the defective part(s), and request a quotation for the replacement part(s).

**Phone: 905-678-6655 ext. 230**

**E-Mail: [services@cousinpackaging.com](mailto:services@cousinpackaging.com)**

**Fax: 905-678-3429**

Please provide the machine serial number, the model of machine involved and a detailed description of the specific problem.

- 2) Upon receipt of the replacement parts quotation, e-mail or fax your purchase order to:

**E-Mail: [orders@cousinpackaging.com](mailto:orders@cousinpackaging.com)**

**Fax: 905-678-3429**

Please note, we will only accept formal company purchase orders. We will not accept verbal or e-mailed PO numbers, or e-mails instructing us to ship what appears on our quotation. Zero dollar value purchase order will not be accepted – the purchase order must show the quoted part numbers and prices. Provide all necessary information including the desired shipping method, ship-to address, ship-to phone number, and the customer's Federal ID number on your purchase order. Failure to provide these details may delay shipment.

- 3) After receipt of your purchase order, and subject to availability, the proper replacement part(s) will be shipped promptly by UPS 2<sup>nd</sup> day service, at the customer's expense. If next day shipment is required, Next Day Air service will be used. Cousins Packaging Inc. shall not be responsible for any air freight charges.
- 4) An invoice will be issued for any replacement parts shipped. The invoice is payable "net thirty days". Defective parts must be returned within thirty days from the date of shipment of the replacement parts.

- 5) Once the purchase order has been invoiced, contact our office to request an RMA number for the return of the defective part(s). No returned parts will be accepted or processed without a valid RMA number!
- 6) After you receive the replacement parts, return all defective parts, freight prepaid, using the following procedure:
  - a) Write **ATTN: WARRANTY CLAIMS DEPARTMENT** on the outside of the box.
  - b) Write the RMA number clearly on the outside of the box.
  - c) Label the box with the follow wording:

**“FOR CUSTOMS CLEARANCE BY NEAR NORTH”**

- d) Package the return parts securely and ship to:

**COUSINS PACKAGING INC.  
6450 Northam Drive  
Mississauga, Ontario  
Phone: 905-678-6655**

- e) A copy of the return authorization must accompany the returned parts!

After receipt of the defective part(s), an evaluation will be performed in-house, and where necessary by the original equipment manufacturer. If this evaluation proves the part has failed through no fault of the customer, a credit for the price of the part will be issued. If the evaluation indicates customer liability for product failure, no credit will be issued. Any parts refused warranty consideration will be returned, upon request, at the customer's expense.

Refer to our Standard Machine Warranty and our Replacement Parts Warranty Policy for further details on warranty eligibility terms and conditions.