



Advanced Design Intermodal Equipment

STEPS TO FILE A CLAIM

1. Notify Pratt's Warranty Department via email using warranty@prattinc.com or call (269) 262-0933 immediately upon discovery of a questionable issue. A claim form will be provided to start the process
2. Provide the following information on the form
 - 2.1. Serial number, model number and year of manufacture of the equipment from the VIN plate
 - 2.2. Company and contact info of the claim submitting entity
 - 2.3. Description of the defect
 - 2.4. If relevant, photographs of the defect area
 - 2.5. Location of the equipment for inspection/repair
 - 2.6. Any other documentation requested by the Warranty Department to support the claim
3. If the claim meets Pratt's warranty policy terms, Pratt will issue a claim number, which must appear on all documentation/invoices submitted
4. Pratt may require that the equipment or components be returned to our plant for further inspection at purchaser's expense. Replacement parts will be furnished, conditions permitting, if Pratt determines part to be defective
5. All warranty work must be performed at Pratt's authorized repair facility
6. Warranty coverage is limited to work specifically authorized by the Warranty Department
7. Any discrepancy found in the warranty claim invoice (unauthorized work or unrelated parts) will not be paid by Pratt, and may delay processing remainder of the claim
8. If you have any questions on the Warranty Policy, please contact the Warranty Department at (269) 262-0933 or by email warranty@prattinc.com
9. If the defective component is manufactured by our supplier/vendor, we will help you file the claim with the component manufacturer under their terms

**WORK PERFORMED WITHOUT PRIOR AUTHORIZATION OF
THE WARRANTY DEPARTMENT WILL NOT BE PAID UNDER
ANY CIRCUMSTANCES**