



## REQUEST FOR DEFECTIVE PRODUCT CREDIT/EXCHANGE

Form must be completed and submitted with supporting documents in order for Claim to be processed.

Company Name _____	Today's Date _____
Ship to Address _____	Ship to Name _____
Billed By Company Name if other than your Company Name _____	Store # _____
Submitted by _____	Phone # _____
	Email address _____

Qty	Alpine's Item No.	Batch No.	Item Description	Alpine Invoice #	Invoice Date	Item Cost	Extended Cost	Claim (Choose from the Drop down)	Reason for Defect (Choose from the Drop down)	Remarks	
1	ABC123	XXXX	EXAMPLE -- Four Level Rock Pond Fountain	XXXX	XX/XX/XXXX	\$ XXX.00	\$ XXX.00	Credit	Peeling	EXAMPLE ONLY	
0	<b>GRAND TOTAL</b>										

Form A Version 6.13.17

**Please Remit Completed Form To:**  
**Email** [Rdealers@alpine4u.com](mailto:Rdealers@alpine4u.com)  
**Fax** (562) 395 5531  
**Mail** Alpine Corporation, 6000 Rickenbacker Street, Commerce CA 90040, Attention: Return Department

### Important Instructions from Alpine Corporation:

1. If products have physical defect such as broken or damaged, you **MUST** submit Two (2) photos to start the claim process - 1 Zoomed out photo of the item; 1 Close-up of the specific problem area. PHOTOS WILL NOT BE ACCEPTED VIA FAX. For defective pumps, lights, etc., please submit a photo showing the product's batch # which you can find at the end of power supply.
2. Your claim will not be processed until all the required information listed above, including photos, is received.
3. DO NOT DISPOSE OR RETURN PRODUCTS UNTIL INSTRUCTED BY AN ALPINE CUSTOMER SERVICE SPECIALIST
4. In the event that we have not achieved our usual standard of excellence, we may at our discretion, replace defective parts or replace the complete product, WITHIN THE WARRANTY PERIOD.
5. Warranty claims generally take 3-5 business days to process.
6. When requesting replacements due to manufacture defects after 30 days of purchase, YOU ARE RESPONSIBLE FOR THE **SHIPPING CHARGES**, which can be billed to your account or with a credit card. You may also opt to ship with your next order. **Must initial here agreeing to billing of the shipping charge.** \_\_\_\_\_

Bill Account  or Bill Credit Card  If billing Credit Card please provide Contact name and Phone number below

Contact Name: \_\_\_\_\_ Phone # \_\_\_\_\_

A. If your customer is requiring a warranty claim on product you may advise them to contact Customer Service at (562)529-8900 to obtain a claim form for processing or submit a copy of their invoice with this claim form for review.

7. Must report shortages and damages within 15 days.
8. If you have not heard from us within 6 business days, please contact our Customer Service Return Department at [RDealers@alpine4u.com](mailto:RDealers@alpine4u.com).
9. If you are completing this form manually, please see below for the codes.

**CLAIMS** (A) Credit, (B) Exchange OR (C) Replacement Parts

**REASON FOR DEFECT** (A) Broken, (B) Peeling, (C) Leaking, (D) Pump- Defective, (E) Light- Defective  
 (F) Transformer- Defective, (G) Tubing-Defective, (H) Missing Parts - Incomplete Item, (H) Other

Please initial here confirming that you have read and understood the above instructions.  
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