



# WARRANTY PARTS CREDIT REQUEST

## MOTORS, VALVES AND BURNER CONTROLS

Require return to the factory for warranty credit. To receive credit, return the defective part along with this completed form.

**ALL REQUESTED INFORMATION MUST BE COMPLETED** or this form will be returned to you, delaying your credit.

Pre-authorization is not required.

**RETURN TO: Williams/Cozy Returns Department - 220 West Laurel Street · Colton, CA 92324**

## ALL OTHER PARTS:

Other parts needed under warranty can be obtained by e-mailing (orders@wfc-fc.com for Williams or orders@cozyheaters.com for Cozy), faxing (866) 923-0732, or calling (888) 444-1212 in a request to Williams/Cozy Customer Service. As always, we will need both the model and serial number of the unit to process any warranty order.

If shipping from Canada, return all small package shipments via the Postal Service. Do not ship small packages via UNITED PARCEL SERVICE (UPS). Advance authorization for parts replaced under warranty is not required. Advanced authorization is required for return of equipment. Contact Williams' Customer Service for Returned Goods Authorization at (909) 825-0993. Unauthorized equipment returns will not be accepted.

Company Name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

P. O. Number \_\_\_\_\_ P. O. Date \_\_\_\_\_

Installation Date \_\_\_\_\_

Installation

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

## ITEM 1

PART NO. _____	QTY _____	PRICE EA. _____	EXT. \$ _____	MOTOR CODE _____
MODEL NO. _____	SERIAL NO. _____			
REASON FOR REPLACEMENT / RETURN: _____				
_____				

## ITEM 2

PART NO. _____	QTY _____	PRICE EA. _____	EXT. \$ _____	MOTOR CODE _____
MODEL NO. _____	SERIAL NO. _____			
REASON FOR REPLACEMENT / RETURN: _____				
_____				

## ITEM 3

PART NO. _____	QTY _____	PRICE EA. _____	EXT. \$ _____	MOTOR CODE _____
MODEL NO. _____	SERIAL NO. _____			
REASON FOR REPLACEMENT / RETURN: _____				
_____				

## NOTES

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

CUSTOMER SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

WARRANTY ADMINISTRATOR \_\_\_\_\_ DATE \_\_\_\_\_  APPROVED  NOT APPROVED

POSTAGE:  UPS \$ \_\_\_\_\_  FedEx \$ \_\_\_\_\_  U.S. MAIL \$ \_\_\_\_\_

REFUND POSTAGE:  YES  NO



# WARRANTY PARTS CREDIT FORM

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Dear Customers:

In an effort to seek improvements in our returns process, we would like to bring to your attention that effective April 1, 2020 we will require all customers to follow the warranty returns procedure defined below. In order to ensure prompt credit, please adhere to this policy. Failure to do so may result in a rejection of your claim.

## WARRANTY PARTS CREDIT FORM

The attached warranty form must be fully completed and submitted to:  
[orders@wfc-fc.com](mailto:orders@wfc-fc.com)

- We will require one warranty form per customer invoice.
- Response to your claim will be provided within seven business days from date of submission.

## YOUR CREDIT WILL BE CONSIDERED ONLY IF THE BELOW REQUIREMENTS ARE FOLLOWED:

- For shipping discrepancies or carrier loss, credit form must be submitted within three business days from delivery with signed POD stating shortage or damage.
- For pricing discrepancies, credit form must be submitted within 30 business days from shipment.

## DOCUMENTS

Warranty Parts Credit Form

## EMAIL

All warranty returns must be sent accompanied with required documentation to the following address: [\*\*orders@wfc-fc.com\*\*](mailto:orders@wfc-fc.com)

Sincerely,  
Williams Credit Department