



Warranty External Procedure

In order to facilitate your warranty claim, we would like you to read and follow the instructions as listed below. An incomplete or erroneous request may be rejected.

Please note that Camso will only deal with a dealer or distributor. **Under no circumstances will Camso deal with the end-user.** The end-user will automatically be redirected to his dealer, whatever the reason of the claim.

For any problem on a Camso track system, we request that the dealer have in his possession the following information before contacting Camso's Customer Service Department at 866 533-0008, extension 1.

- Date of sale of the track system with proof of purchase on hand
- System model (4S, UTV 4S, UTV, 6X6, Original, Option HW)
- Make, model and model year of the vehicle
- Serial number of the track system (can be found on the front right frame)
- Brief description of the problem
- Circumstances of how the problem occurred

Procedure:

1. Contact Camso's Customer Service Department either by e-mail to serviceatv@camso.co or by telephone at 866-533-0008, extension 1, in order to open a Warranty Claim. You will be given a reference number.
2. Once you have opened the claim and have your reference number, Camso will send to you, by e-mail, the claim form partially completed. If you prefer to not receive the form by e-mail, please advise Camso.
3. The dealer must then complete and return the form to serviceatv@camso.co. The following information will also be required at this time:
 - a. The Warranty Form, which must include the following information:
 - Dealership's name
 - Contact name at the dealership
 - Dealership's complete address
 - Dealership's phone number
 - Dealership's e-mail address
 - Track system model (4S, UTV 4S, UTV, 6X6, Original, Option HW)
 - Make, model and model year of vehicle
 - Serial number of the track system (can be found on the front right frame)
 - Brief description of the problem
 - Circumstances of how the problem occurred
 - Parts required to do repairs*
 - Mention if there are repairs necessary to the vehicle as a result of the broken track system.

* Refer to the exploded view in the owner manual or on Camoplast's website www.camso.co. To obtain a copy by e-mail, please contact serviceatv@camso.co or call 866-533-0008, extension 1.



- b. A copy of the proof of purchase.
 - c. **Digital photos (3 minimum)** in order to validate if the claim is warranted and to confirm parts necessary for repair.
4. If the vehicle has been damaged as a possible result of the track system breakage, we would like to also receive a list of the damages to the vehicle.
- A list of damaged parts, the quantity of each part and the cost of each part.
 - Manpower for vehicle repair only.
 - Camso MUST pre-authorize, in writing, all repairs that are to be covered by the warranty once a quotation has been received by Camso.

Camso will ship all parts necessary to repair the track system. Camso will cover the cost of the parts and shipping **only if all necessary information** has been supplied as requested.