



CLAIMS POLICY

Our Claims policy is a part of our continuing effort to achieve 100% customer satisfaction. Your participation and cooperation in adhering to the following procedures are vital to the success of this program. The Claims Department must pre-approve any deviation from these procedures. In most cases, we trust you will be able to follow our guidelines.

1. The Consumer **MUST** contact and report all complains to you, the Dealer.
2. You, the Dealer, should inspect and review the complaint with the consumer before filing a claim. You should take and date photos at the time of your initial inspection of the Consumer's concerns.
3. Once inspected, if you, the Dealer, believes this is a manufacturing or warranty claim, you must complete the Notification of Complaint form in its entirety. You may email or fax that completed form to our Claims Administrative Assistants. This form is also available to complete on-line at WWW.SWIFF-TRAIN.COM. When submitting your completed form, please include the jobsite photos showing your consumer's concerns.
4. Once we receive the form, someone from our Claims Department will call you, the Dealer, to discuss the claim within 3-5 days. One of our qualified Claims Administrative Assistants will request detailed information in order to determine the best course of action to process and resolve your claim.
5. If your claim is 500/sf or less, a qualified Swift-Train Representative, and/or our Manufacturer Representative will inspect it.
6. Any claim that is over 500/sf, may require an independent inspector. Dealer acknowledges that they may be responsible for a \$300 inspection fee if the inspection reveals no manufacturing defect or warranty failure.
7. **OFFICIAL APPROVAL** of a claim requires **written authorization** from the Claims Department. Any conversations/text/emails will be deemed as opinions and/or suggestions from all other Swift-Train personnel, the Manufacture Representative(s), and/or an Independent Inspector(s) and will not represent a binding Claims contract or approval.
8. On approved claims that include Labor, the labor bill should be in accordance with the attached Standard Labor Rates. The labor bill must be itemized and on official company letterhead. Swift-Train will **not pay** for furniture and appliance moving, meals, cleaning, hotel rooms, etc. Any deviations to the Standard Labor Rates **MUST BE SUBMITTED AND APPROVED IN WRITING** prior to beginning any replacement activity.
9. On ALL approved claims, **SAMPLES MUST BE SUBMITTED**, in order for labor to be paid.

Our goal is to have your customer satisfied and your credits issued within 30 days after receipt of a valid complaint and related samples, in order for you to maintain good customer relationships, repeat business and customer referrals. With everyone's cooperation, this is an achievable process. Note Freight claims require a minimum of 120 days to process. Feel free to contact our Claims Department, if you have any questions, at (361) 883-1706. Our eFax is (713) 583-1208.

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