



How to submit a Warranty Claim

What is required when submitting a Warranty Claim?

1. **Warranty Claim Form** – Ensure the white sections on the form are completely filled out.
2. **Work orders and invoices** – Ensure work order to support labor payment and description of failure, parts invoices, and freight invoices are included.
3. **Pictures** – Ensure pictures of the failure are sent with every claim. If the claim is to replace a cylinder, please include a picture showing the cylinder in full, the location of the failure on the cylinder and a picture of the sticker with a barcode on the body of the cylinder.
4. **Warranty Registration** – Ensure the unit has been Warranty Registered on the Degelman website. You can find the Warranty Registration Form at www.degelman.com. Click the Service & Warranty tab at the top of the web page. Click “Register a Unit for Warranty” and fill out the provided sections.

Warranty claims will not be processed until the above is completed and sent to service@degelman.com.

How to fill out a Warranty Claim Form:

1. Download the Warranty Claim File from the Degelman Website.
 - www.degelman.com
 - Click the Service & Warranty tab at the top of the web page.
 - Click “Download Warranty Claim File”.

This will download an Excel file for you to fill out.

2. Fill out the Warranty Claim Form in Excel. Fill out the information as follows:
 - **Date of Claim** – The day you are submitting the claim.
 - **Date of Equipment Failure** – The day the equipment failed.
 - **Dealer Reference #** - If you would like to reference a number for your records, put it in this location.
 - **Customer Information** – Enter the Company Name, Last Name, First Name, Address, City/Town, Province or State and Postal Code or Zip Code.
 - **Product Information** – Enter the Machine (ex. Strawmaster, Pro-Till, Landroller), Model (ex. 5 Row – 82FT, 36FT, 7651), Tractor (if the claim is for a Dozer Blade), Serial Number and Sale Date from the Warranty Registration.



See image below for an example:

 Warranty Claim Form			Date of Claim 01/01/25	Claim Number DE
			Date of Equipment Failure 12/31/24	Dealer Reference # W01234
Customer Information			Product Information	
Company Name John Smith Farms			Machine Pro-Till	
Last Name Smith		First Name John	Model 36FT	
Address 123 Anywhere St.			Tractor (When Applicable)	
City/Town Any City	Prov./State TX	P.C./Zip Code 12345	Serial # PTL0000	Sale Date 12/31/24
			Manufacturer Use Only	
			Account #	
			Sales Order #	
			Credit Memo #	
			Receiving #	

3. Continue filling out the Warranty Claim Form in Excel. Fill out the remaining information as follows:

- **Dealer Information** – Enter the Dealer Name, City/Town, Province or State, Postal Code or Zip Code and phone number.
- **Distributor** – Leave this blank. A Degelman representative will fill this out.
- **Description of failure, cause and corrective action taken** – Fill out as much information as possible regarding the failure you are claiming for. If there is too much information to put in the dedicated lines provided, please put “reference attached work order for repair information”.

See image below for an example:

Dealer Information		Distributor - Manufacturer Use Only	
Name Degelman Industries		Name	City/Town
City/Town Regina	Phone # 306-543-4447	Prov./State	Phone #
Prov./State SK	P.C./Zip Code S4P 3B1		
Description of failure, cause and corrective action taken (PLEASE ATTACH PICTURES)			
Please enter the description of failure, cause and corrective action in this section of the form.			
		Mark Appropriate Box	
		X	Warranty
			Shortage
			Parts Have Been Retained & Tagged
			Parts Have Been Returned To Factory



4. Continue filling out the Warranty Claim Form in Excel. Fill out the Parts Information and Total Claim Request as follows:

- **Quantity** – The amount of each part you used to complete the repair.
- **Part #** - The part number of the part you are claiming for.
- **Item Description** – The description of the part you are claiming for.
- **Invoice #** - Enter the Degelman Industries invoice or order number that the part was ordered on.
- **Amount** – Enter the individual cost of the part you are claiming.
- **Total** – Enter the total cost of the part you are claiming.
- **Total Claim Request** – This is the section that shows the total amount you are claiming for on the Warranty Claim Form.
- **Parts** – The amount of all parts you have listed in the above parts total section.
- **Labor** – Enter the hours and the labor rate you are claiming to the right of the Labor section. Enter the total labor amount to the right of the “Labor Rate” section.
- **Freight** – Enter the freight amount you are claiming.
- **Total Claim** – Add together all your totals.

See image below for an example:

Parts Information						
Quantity	Part #	Item Description	Invoice #	Amount	Total	Manufacturer Use Only
2	123456	Part Description	789012	\$5.00	\$10.00	
5	789012	Part Description	345678	\$20.00	\$100.00	
Total Claim Request				Manufacturer Use Only		
Parts			\$110.00			
	Hours	Labor Rate				
Labor	5	100	\$500.00			
Freight			\$20.00			
Total Claim			\$630.00			
Manufacturer Use Only						
				Parts		
				Labor		
				Freight		
				Subtotal		
				Taxes		
				Credit		

Take note of the following:

1. Any section on the Warranty Claim Form in grey is to be filled out by a Degelman Representative. Please leave these sections blank.
2. Send all Warranty Claim Forms in Excel format to the service@degelman.com. Please do not send them in PDF format.
3. Warranty Claim Forms must be filled out electronically. Do not hand write claims.



4. You can add lines to the parts section of the Excel sheet if you have more parts than available lines. Click the last line in the parts section, right click and select insert. This will add an additional line. Repeat this process until you have the number of lines you require.

For information or inquiries, contact the Degelman service department through email at service@degelman.com or phone at 1-306-543-4447 / 1-800-667-3545.