HOMECRAFT SAUNAS

Heating Element Warranty Claim Form

Manufacturer: Homecraft Manufacturing Corporation

Product: Sauna Heater Heating Element

1. **Claimant Information**
   - **Customer Name:** _____
   - **Contact Person:** _____
   - **Email:** _____
   - **Phone:** _____
   - **Billing Address:** _____

2. **Product Information**
   - **Product Model / SKU:** _____
   - **Serial Number:** _____
   - **Date of Purchase:** _____
   - **Invoice / Order Number:** _____

3. **Defect Details (Mandatory)**
   - **Describe the issue:** _____
   - **When did the issue first appear:** _____
   - **Attach photos or videos clearly showing the defect**
   - **Was the unit installed according to manufacturer instructions? ☐ Yes ☐ No**
   - **Was the unit professionally installed? ☐ Yes ☐ No**

     Note: Warranty covers replacement of defective heating elements only. Proof of defect and professional installation are required for approval

4. **Prior Troubleshooting (Mandatory)**
   - **Steps taken to diagnose the problem:** _____
   - **Has the unit been modified or repaired by anyone else? ☐ Yes ☐ No**
   - If yes, describe: _____

5. **Shipping Information**
   - **Will you ship the defective element to the manufacturer if requested? ☐ Yes ☐ No**

     Note: Inbound shipping is the responsibility of the dealer/customer unless pre-approved by the manufacturer. Outbound ground shipping will be covered by the manufacturer only if the claim is approved.

6. **Claim Declaration**

   I certify that the above provided information is true and accurate. I understand that the manufacturer may require the defective heating element for inspection before issuing a replacement and that approval is required before any shipment is made.

   Signature:_____

   Date:_____

7. **For Manufacturer Use Only**
   - **RMA Number:**_____
   - **Claim Approved? ☐ Yes ☐ No**
   - **Replacement Shipped? ☐ Yes ☐ No**
   - **Notes/Internal Comments:**_____