

Middleby Cooking Systems Group



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Middleby Marshall® *Service Bulletin*

SUBJECT

Update to warranty and RGA claim procedure for damaged parts shipments

GENERAL

In the past, if a parts shipment from Middleby to any of our service agencies arrived damaged - due to incorrect packaging or any other fault of the factory - Middleby would accept the parts if they were returned on a warranty claim. As of 5/28/02, you will need to request an RGA to return the parts.

APPLICATION

The updated procedure for damaged or defective parts is as follows:

1. If the parts arrived with shipping damage to the outside of the packaging, YOU MUST FILE A FREIGHT CLAIM WITH THE SHIPPER. (This policy is unchanged.)
2. If the parts arrived damaged due to an error by the factory (from incorrect packing, etc.), fax a request for an RGA to return the parts. (This policy is new as of 5/28/02.)
3. If the parts arrived undamaged, but proved to be defective on installation, submit a warranty claim. (This policy is unchanged.)