

Ulti-MATE

Warranty Procedure

1. Upon carrier delivery, if any product appears it could be damaged, and or, is clearly damaged, have freight carrier driver note on BOL and customer take clear pictures on all sides of pallet while carrier driver is present. It is also advised customers take a picture of pallet(s) with carrier truck in image when possible.
2. Customer has 5-days from carrier delivery date of goods to submit a warranty claim to dealer/retailer, otherwise warranty denied.
3. Customer to fully remove all parts from carton(s) to inspect for damage within Five (5) Days from Delivery and if part(s) damaged beyond ability to use, email the dealer/retailer where the below supporting info for warranty claim review:
 - a. Clear Picture of Each Part Requested Replacement
 - b. List Model # (located on box that starts with UG)
 - c. List Alpha Code (sticker on each part)
 - d. List Part Description (located inside assembly manual)
 - e. Confirm Part Quantity
 - f. Confirm Full Ship Address and Cell #.
4. In most cases, any carrier freight transit damage is minimal and not seen after cabinet(s) assembled.
5. If a customer requests warranty part(s) after full inspection of shipment, the dealer will submit supporting information to manufacturer for review as noted on #3. If warranty request fully or partially approved, approved warranty parts often ship in 1-5 business days. Once shipped, dealer/retailer will be provided tracking information to relay to customer to monitor carrier website daily for estimated delivery date.