

Warranty Claims Process

1.1 Machine Limited Warranty – 12 month warranty period

1. **Submit a Warranty Claim**

Once the Service Team confirms the part is defective (via photos/videos or inspection), the customer can submit a machine warranty claim, provided:

Warranty Claim Documentation Checklist

- ✓ Warranty Claim Form claim is within 12 months from the purchase date.
- ✓ Emergency replacement part invoice.
- ✓ Shipping charges (ground shipping only, if applicable).
- ✓ Travel hours (reimbursed at \$75/hour, up to 1 hour each way).
- ✓ Labor costs (subject to ODRA's standard repair time estimates).

A Service Team member will email you:

- A warranty claim form to complete along with the corresponding service ticket number to be included on the form.
- Instructions on required attachments.

Forward the completed claim to: service@odrasweeper.com

2. **Processing Warranty Claim**

- Claims must be submitted within 30 days of repair completion.
- ODRA will NOT honor claims later than 60 days from the repair date.

3. **Credit Memo**

- Claims must be submitted within 30 days of repair completion.
- ODRA will NOT honor claims later than 60 days from the repair date.

1.2 Parts Limited Warranty – 90 day warranty period

1. **Submit a Warranty Claim**

Once the Service Team confirms the part is defective (via photos/videos or inspection), the customer can submit a warranty claim. The claim should include:

Warranty Claim Documentation Checklist

- ✓ Parts Warranty Claim Form.
- ✓ Original invoice of defective part.

- ✓ Invoice for the replacement part.
- ✓ Pictures or videos supporting the claim.

A Service Team member will email you:

- A warranty claim form to complete along with the corresponding service ticket number to be included on the form.
- Instructions on what attachments to include.

Forward the completed claim to service@odrasweeper.com

2. Processing Warranty Claim

- Claims must be submitted within 30 days of repair completion.
- ODRA will NOT honor claims later than 60 days from the repair date.

3. Credit Memo

- Claims must be submitted within 30 days of repair completion.
- ODRA will NOT honor claims later than 60 days from the repair date.