

WARRANTY SERVICE PROCEDURE

- 1) GLM will directly and promptly approve and honor legitimate warranty claims on products only under the condition that the claim is made through a servicing Dealer.
****Do not disassemble any parts including drive units that have been assembled by GLM.****
- 2) GLM will credit or reimburse the Dealer for qualified warranty claims submitted that comply to GLM identified warranty policies.

ANY CLAIM UNDER GLM'S WARRANTY (Please see Limited Warranty of GLM Products) SHALL BE IN WRITING TO GLM PRODUCTS, INC. WITHIN THE WARRANTY PERIOD. TO ASSURE FAST AND EFFICIENT SERVICE PLEASE SHIP ALL WARRANTY PART(S) AND DOCUMENTATION DIRECTLY TO GLM. ALL WARRANTY CLAIM PRODUCTS MUST BE SHIPPED FREIGHT PREPAID TO GLM FOR WARRANTY INSPECTION. (FREIGHT CHARGES WILL BE REIMBURSED ONLY UPON APPROVAL ON WARRANTY).

- 1) All returns must have a GLM "RGA#" assigned (contact GLM directly for the "Returned Goods Authorization #"). Packages or boxes without your assigned RGA# on the outside and on all related submitted documents will be refused. No returns will be accepted without a RGA#.
- 2) All returns must include a copy of the completed warranty application. (Application is available at www.glmmarine.com, on the back of each GLM's catalog or through your GLM distributor.)
- 3) **ALL** parts involved in the claim.
- 4) Copy of invoices as follows:
 - Original purchase invoice from dealer.
 - Original invoice for installation of warranted parts.
 - Proposed invoice/work-order to GLM, if any, for warranty claim.

NOTE: GLM complies with OEM standard flat hours and rates.
Copies of all invoices for items in above proposed invoice.

**Send parcel(s) to: GLM Products, Inc. – Warranty
705 Los Angeles Avenue
Monrovia, CA 91016 USA
RGA#**