



## 2010 Warranty Procedures for Customer

- 1) In order to properly process warranty claims made by your customers, we must ask that you obtain certain information, and follow certain procedures. Ours is a limited warranty and certain restrictions may apply if the part is not covered or has been subjected to misuse, neglect, or accident. Please review the Warranty provisions so you will know exactly what is covered.
- 2) You first need to **make sure that the customer mailed the green Warranty Registration Card**, included with the handbook, to the Big Green Egg Warranty Center in Atlanta, Georgia, as required.
- 3) You, as the Big Green Egg Dealer, should attempt to resolve any claim for repair or replacement under the terms of the warranty. If it is a valid warranty claim fill out the Warranty Replacement Form. Return the form to Palm Coast Sales for processing. If for some reason you are unable to correct the problem or do not feel it is a valid claim, you may direct the customer to contact your respective distributor /Palm Coast Sales at 561-932-1800.
- 4) Remind the customer that under the terms of our warranty, they are responsible for all cost of shipping and handling.
- 5) If the claim is not covered due to accident, misuse, etc., they should purchase the replacement part from your retail department.
- 6) Fax Warranty forms to 561-932-1888 or e-mail to [sales@palmcoastsales.net](mailto:sales@palmcoastsales.net). Please send all returned parts to Palm Coast Sales, 346 Pike Road #5, West Palm Beach, FL 33411.
- 7) Thank you for your cooperation.