



Visscher Specialty Products
 6545 Lickman Road
 Chilliwack, BC
 Canada V2R 4A9

CLAIM FORM

claims@visscher.ca

Tel: 1.877.795.9663
 Fax: 1.877.795.9001

To begin the claim process, the following must be submitted to claims@visscher.ca

1. CLAIM FORM with all fields completed
2. DIGITAL PHOTOS that clearly show the issue
3. A copy of the ORIGINAL SALES INVOICE

Name of Dealer		Date of Claim (mm/dd/yy)	
Contact Name	Contact Phone	Contact Email	
Reference Number/Customer Name			
Serial Number	Model Name	Colour	Installation Date (mm/dd/yy)

QTY	Dealer Code	Part Name	Description of Issue

Claims will be processed in accordance with the Visscher Limited Warranty document, effective January 1, 2013

Claims under warranty must be made by the dealer where the product was purchased.

Warranty may be voided if notice of the alleged defect is not made to the selling dealer within seven days of its detection.

Visscher must be given the opportunity for inspection of the product prior to any remedial action being offered or taken.

It is the responsibility of the consumer to provide access to the product when required by Visscher or its agents.

Upon Visscher approving a claim, Visscher will, in its sole and absolute discretion, either:

- a. repair the defect; or
- b. replace or exchange the defective parts/components; or
- c. take such other action as it deems necessary to remedy the defect; or
- d. if Visscher determines that such repairs, replacements or other actions are not viable, Visscher reserves the right to replace the entire product/structure. Product will be delivered to the authorized dealer only.