



Customer Service
7101 Jackson Ave
Ann Arbor, MI 48103
Phone: (800) 444-7210
Fax: (734) 769-9501
Email: warranty@thetford.com

Warranty Claim Form

Claim #: _____

Date: _____

Service Facility

Name _____
Address _____
Phone _____ Fax _____

Customer

Name _____
Address _____
Phone _____

Product Identification

Refrigerator

Model # _____ Serial # _____
Date of Purchase: _____
Cooling Unit Serial #: _____
Extended Warranty: Yes ☐ No ☐
Expiration Date: _____

Sanitation Equipment

Model Name: _____
Model #: _____
Code/Serial #: _____
Purchase Date: _____
Original Owner: Yes ☐ No ☐

All Products

Products installed in accordance to Norcold's and Thetford's product manuals: Correct ☐ Incorrect ☐
If incorrect _____

VEHICLE INFORMATION

Yr: _____

Manufacturer: _____

Brand Name: _____

Date of Purchase: _____

VIN #: _____

Customer's Complaint

Repair Information

Part #: _____

Part Description: _____

Description of Repair Performed: _____

New Cooling Unit Serial # (if applicable): _____

RMA (FRIR) # (if applicable): _____

Special Authorization # (if applicable): _____

Labor Rate _____

Time Allowance _____

Time Allowance x Hourly Labor Rate _____

Tax (if applicable) _____

Total _____

Part supplied by Distributor or Thetford/Norcold at no Charge? Yes ☐ No ☐

Was replacement part from your purchased stock? Yes ☐ No ☐

If yes, Thetford/Norcold will replace part at no charge with proof of purchase.

Service Facility & Customer Verification of Repairs

Service Facility

I certify that I have performed the above repair(s) _____ Repair Date _____

Customer

I certify that my product has been serviced and it is operating to my satisfaction.

Customer's Signature: _____ Date _____



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Follow proper safety practices. If in doubt, consult a professional RV technician.