

DEALER WARRANTY CLAIM FORM



Authorisation Request

Request Date: _____

Dealer Name: _____

TGM Invoice # _____

Model: _____

Serial # _____

Retailed Date: _____

Customer Name: _____

TGM OFFICE USE ONLY:

CLAIM # _____

NOTES: _____

Important Note:

Before commencing any warranty related work, contact Top Gun Mobility by completing the following form and sending any relevant photos of the affected part(s)/evidence of the failure. After the claim has been assessed, an authorisation will be issued, allowing you to proceed with repairs.

Description/Reason for the Claim Request:

(Please provide as much detail as possible – what happens, when it started, any error codes, noises, or conditions in which the issue occurs.)

Has this issue happened before? **Yes/No**

If yes, please provide details:

WARRANTY CLAIM CHECKLIST

(MUST BE COMPLETED)

PHOTOGRAPHIC/VIDEO EVIDENCE

(Required for Assessment)

- ☐ Photo of the serial number, if applicable.
- ☐ Photo/Video evidence clearly showing the issue(s) at hand.
- ☐ Photograph of the odometer (for scooters with one fitted)
- ☐ Proof of servicing if older than 12 months or more than 500km/s.
- ☐ (Battery Claim) Pictures of both batteries required, showing the make of the battery and factory stamp on the tops of both batteries.
- ☐ (Battery Claim) Photos of the voltage and load test results are required for both batteries.

USAGE DETAILS

- ☐ Was the product used as intended?
- ☐ Any modifications or non-approved parts used?

TROUBLESHOOTING COMPLETED

(To Assist Assessment)

- ☐ Check to see if the battery is fully charged.
- ☐ Check wiring and plugs.
- ☐ Has the fuse been checked?
- ☐ Any error codes showing? If yes, please list the number of code(s)

Disclaimer:

A faulty part/s maybe required to be returned to Top Gun Mobility for inspection before a claim can be authorised. Authorisation to make a warranty claim decision can only be made by Top Gun Mobility, no person acting on behalf of Top Gun Mobility has the authority to make a warranty claim decision.

Warranty Claims cannot be made on any product/part that have been: - fitted incorrectly, incorrect use or maintenance, modified or damaged from normal use

Top Gun Mobility is not responsible for the Freight/Shipping costs, nor any other aspect resulting in the warranty claim components.

I have read and understand the conditions of this warranty claim as stated above.

Name & Signature of Dealer Representative: _____

Email Completed Authorisation Request & Documentary Evidence to: warranty@topgunmobility.com.au