

WARRANTY SERVICE PROCEDURE

- 1) **Claim Submission Requirements:** GLM will approve and honor legitimate warranty claims for products, provided the claim is submitted through an authorized service Dealer. **Do not disassemble any parts (including drive units) that have been assembled by GLM, as doing so may void the warranty.**
- 2) **Warranty Claim Processing:** GLM will credit or reimburse the Dealer for qualified warranty claims that comply with GLM's established warranty policies. All warranty claims must be submitted in writing to GLM Products, Inc. within the warranty period. For detailed information, please refer to the **Limited Warranty of GLM Products, Inc.**

To facilitate prompt and efficient service, please ensure that all warranty claim parts and supporting documentation are shipped directly to GLM. **All warranty claim products must be shipped freight prepaid** to GLM for inspection. Freight charges will only be reimbursed upon warranty claim approval.

- 3) **Return Goods Authorization (RGA) Procedure:** All returns must be pre-approved by GLM and accompanied by a Return Goods Authorization (RGA) number. **Returns without an RGA number will not be accepted.**

To obtain an RGA number, please contact GLM directly. The assigned RGA number must be clearly displayed on the outside of return package(s). Additionally, all related documentation must be included. Returns that do not meet these requirements will be refused.

- 4) **Required Documentation with All Warranty Claims:**

- Completed warranty application, available at www.glmmarine.com, on the back of each GLM Catalog, or through your GLM distributor.
- All parts related to the claim must be returned.
- The following invoices must be provided:
 - Original purchase order from the Dealer.
 - Original invoice for the installation of warranted parts.
 - Proposed invoice/work order for the warranty claim (if applicable).
 - Copies of all invoices for items listed in the proposed invoice. GLM complies with OEM standard flat hours and rates for labor.

- 5) **Shipping Instructions:**

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