

## WARRANTY LABOR REIMBURSEMENT POLICY

### AUTHORIZATION

Product dealers cannot assign technicians to perform any warranty work without prior authorization from SportsArt Customer Service.

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### COMPENSATION

Our expectation is that most jobs and travel will be completed within one hour. Pre-approved travel and repair work is paid in 1/4-hour increments after first hour. **SportsArt reserves the right to not reimburse unapproved or unreasonable expenses.** If in doubt, get prior authorization. Reimbursement will be via credit on account or by check if your account balance is paid.

#### Rates:

- Travel: \$40 per hour
  - Labor: Non-Certified technicians: \$40 per hour
  - SportsArt Certified technicians: \$40 per hour
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### PAPERWORK

#### SportsArt assigned jobs:

The *SportsArt Warranty Parts/Work Authorization* form is shipped with the repair parts required or may be provided to you directly. The authorization also serves as your labor claim form. You should always read the service notes and review the Warranty Labor Comment at the top of the authorization form to determine whether your labor will be reimbursed. To file a labor claim, completely fill out the form, including your invoice number, the full service address, customer name, signature and date confirming that service is complete. Incomplete claims will be denied.

#### Deadline:

Warranty labor claims must be submitted via email to [service@gosportsart.com](mailto:service@gosportsart.com) within 30 days of completion of the service call. All claims require a customer signature indicating the work has been completed. Submitted claims are reviewed by SportsArt. If for any reason a claim is denied a notification will be communicated. Denied claims must be responded to within 7 business days for review by SportsArt.

#### Part returns:

SportsArt requires that specific parts - drive boards, display boards, incline/stride motors, and batteries - shipped under warranty be returned and we include return label in the original shipment. Labor claims will be processed only when parts are returned. Packages containing returned parts must be securely and carefully boxed using the return labels and include the warranty order paperwork with the part so your account may be credited accurately.

SIGNATURE \_\_\_\_\_

PRINT NAME \_\_\_\_\_

DATE \_\_\_\_\_