

# HottRod® Warranty Claim Form

**IMPORTANT!!! Please read carefully before returning your part!!**

Your HottRod® is warranted by DDOEM to you, the original purchaser, for as long as you own the RV on which the HottRod® was installed. This warranty does not include labor charges or damages resulting from accident, misuse, improper installation, abuse or lack of reasonable care. DDOEM suggests cleaning the heater element on a regular basis (Instructions for cleaning located under "Maintenance" section of your Installation Instructions). Refer to Installation Instructions for complete warranty details and coverage.

## WARRANTY PROCEDURES:

If any part of your HottRod® is found to be defective, please do the following:

1. Send only the part which is defective, complete kits will not be sent as a replacement.
2. A Warranty Card must be submitted and on file with DDOEM to obtain warranty. If you do not have a Warranty Card on file, you must include a Proof-of-Purchase Receipt - NO EXCEPTIONS! The warranty is valid for the original purchaser and NOT transferable.
3. Include a check or money order (\*Outside the US - Customers must submit a US Dollars Money Order ONLY) in the amount of \$9.00 for warranty processing and shipping charges.
4. Completed Warranty Claim Form. Prompt disposition: DDOEM will make a good faith effort for prompt correction to any HottRod® that proves to be defective within warranty limitations.

## ALL WARRANTY CLAIMS MUST INCLUDE:

1. Defective Part Only.
2. Proof of Purchase and/or Warranty Card on file.
3. Check or Money Order for \$9.00 U.S. Dollars payable to DDOEM.
4. This Warranty Claim Form - completed in full by the customer.

**ALL WARRANTY RETURNS  
MUST BE MAILED TO:**

**DDOEM  
P.O. Box 100576  
Birmingham, AL 35210**

## COMPLETE THE FOLLOWING INFORMATION:

Name: \_\_\_\_\_ Phone: ( \_\_\_\_\_ ) \_\_\_\_\_

Return to Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Email Address: \_\_\_\_\_ Date Purchased: \_\_\_\_\_

Reason for Return: \_\_\_\_\_

## INTERNAL USE ONLY:

Item Received: \_\_\_\_\_ Date Received: \_\_\_\_\_

Status:  Replaced Warranty  Rejected Warranty Process Date: \_\_\_\_\_