



B.A.C. Customer Claim Form

Fax your completed Claim Form and documentation to 518-751-1596 (Warranty) or 518-828-5639 (All other claims)

Date: _____

Claim/RGA#

****RGA # Must Be on Boxes Returned****

One of the options below must be chosen for part replacement or for credit.

Do you need a replacement part? OR Credit the part?

PART 1 – Dealer Information

Account #:

Dealer name: _____

Contact: _____

Address: _____

Phone #: _____

Reason for claim:

- Defective Product (See Part 2)* Over Shipments (See Part 3)* Freight Damage (See Part 5)
- Warranty Repair (See Part 2)* Short Shipped (See Parts 3 & 5) Concealed Damage (See Part 5)
- Missing Pieces (See Part 3)* Pricing (See Part 4) Freight Charges (See Part 5)
- Incorrect Product (See Part 3)* Other (Explain): _____

* All warranty and incorrect parts must be returned to BAC Sales, Inc. unless otherwise directed by Warranty Support.

PART 2 – Warranty Products Only (Please fill out all fields)

Fax your Warranty Claim to: (518) 751-1596

Part # & Description: _____

Owner's Name: _____

Stove Model #: _____

Address: _____

Serial #: _____

Address: _____

Install Date: _____

Phone: _____

Description of Problem and Solution:

Labor? Yes No Mileage: _____

PART 3 – Description (Please fill out all fields)

Part #: _____ Qty: _____ Unit S/N: _____ Original Inv: _____

Part #: _____ Qty: _____ Unit S/N: _____ Original Inv: _____

PART 4 – Pricing Errors: Attach a copy of the invoice with supporting documents and fax to A/R at 518-828-5639

PART 5 – Freight Damage/Shortage Claim/Concealed Damage MUST BE NOTED ON B.O.L.

Have the driver sign the bill of lading acknowledging the problem. A signed copy with damage/shortage noted will be required in order to process a claim and must accompany the claim form. If damages and, or shortages are not noted on the bill of lading, your claim will be immediately denied.

Note: **Collect shipments:** BAC is not responsible for damages on collect shipments. Claims must be filed directly with the carrier immediately upon receipt. The carrier is responsible for crediting the loss directly to your company

Concealed Damage: Claim must be filed within 5 working days of receipt of goods. Complete **part 3** and fax to 518-828-5639.

Short Shipments: Claim must be filed within 1 working day of delivery. Complete **part 3** and fax to 518-828-5639.

LTL/Truck Shipments Prepaid: Contact the carrier company.

UPS, FedEx & DHL Shipments: Contact the carrier company.

The Claim/RGA # must be referenced on all correspondence.

Ship all RGAs to: BAC Sales, Inc., 1871 Rte. 9H, Hudson, NY 12534, 800-873-1330

Fax your completed Claim Form and documentation to 518-751-1596 (Warranty) or 518-828-5639 (All other claims)