



SPHONCRETE | TrueRide | HD HEAVY DUTY

SKATELITE WARRANTY CLAIM PROCEDURE



Rainier Richlite has a new policy for warranty claims. They are now requiring that all defective material be sent back to them for examination, so they can determine the exact quantity of materials under warranty, and can perform research as to the nature of any deficiencies found.

Procedure:

- Digital photographs must be taken of the damaged materials and e-mailed to info@spohnranch.com, along with an estimated sheet count for materials needing to be replaced.
- A purchase order must be issued to Spohn Ranch, Inc. for the number of replacement sheets, and the shipping costs (the amounts will be provided by Spohn Ranch).
 - Spohn Ranch, Inc.
15131 Clark Avenue
City of Industry, CA 91745
626-330-5803/ phone
626-330-5503/ fax
FEIN: 95-4670208
- Rainier Richlite will ship the replacement materials to the park. The client will remove the damaged panels and install the new ones, per the installation instructions provided by Spohn Ranch, Inc. Alternatively, the client can hire Spohn Ranch to perform this portion of the maintenance.
- The client will then repackage the damaged materials onto the pallet, and ship them back to Rainier Richlite.
 - Rainier Richlite
624 E. 15th Street
Tacoma, WA 98421
Attn: Shawn
- Rainier Richlite will evaluate the damaged material, and give Spohn Ranch, Inc. the total sheet count under warranty. The appropriate amount will be credited from the purchase order issued to Spohn Ranch, Inc. and the client will be invoiced for the remaining balance that is not covered under warranty.

Should you have any questions regarding this procedure, please feel free to contact us.