



Cornelius Claim Form Instructions

WARRANTY PART RETURNS

Parts (no RGA will be required for parts, use claim form)

1. Fill out claim form completely. Each claim number is **unique and can be used only once**. Only one serial number and one service repair will be accepted per claim form (no credit will be received without a completed claim form).
2. If a part needs to be returned (see return parts list), send a copy of the claim form along with the part to:

Marmon Foodservice Technologies
Attn: Cornelius Warranty Part Returns
South Dock
355 Kehoe Blvd.
Carol Stream, IL 60188

Write the 6 or 7-digit claim form number on outside of box.

3. If a part is to be field scrapped or claim is labor only, send the claim form to:

Marmon Link
Attn: Cornelius Warranty
101 Broadway Street West, 2nd Floor
Osseo, MN 55369

4. Please keep a copy for your records.

To obtain claim forms, go to www.Cornelius.com, Resources, Warranty Support Information, Warranty Forms, Submit.

Download the forms.

WARRANTY UNIT RETURNS

You must have approval prior to returning a unit. Do not use a claim form unless specifically authorized.

1. **Write the RGA number clearly on the outside of box** (no claim form will be required unless labor is specifically authorized).
2. All ice makers, ice cooled bins, drop-in units, frozen beverage units, ice drink, ice only dispensers, juice dispensers, visual bowls and hot drink units must be shipped to:

Marmon Foodservice Technologies
Attn: Cornelius Warranty Unit Returns
9800 International Blvd Suite 190
Pharr, TX 78577

Credit will be issued within thirty (30) days of unit receipt and failure confirmation.

NOTE: Any units returned without proper authorization will be returned.

OTHER RETURNS

For all other returns, please call the Cornelius Sales Department at 1-800-238-3600, prompt 4.