

## WARRANTY/SERVICE GUIDELINES

### Warranty Process:

1. Contact service department for pre-approval.
  - » Fill out *Prior Authorization Request Form* and send to All Terrain Conversions, LLC (ATC) by email to [service@atconversions.com](mailto:service@atconversions.com) for approval on ALL warranty claims. Retroactive approval requests will not be honored.
2. ATC will make adjustments as needed and return a signed *Prior Authorization Request Form*.
  - » Any differences between the *Prior Authorization Request Form* and the *ATC Maximum Rate Chart* will be adjusted accordingly.
3. Submit an invoice to ATC via [service@atconversions.com](mailto:service@atconversions.com)
  - » Claims will only be paid up to the amount shown on the *Prior Authorization Request Form*
  - » An additional *Prior Authorization Request Form* must be submitted and approved for additional work.

### Warranty Guidelines

- Warranty covers parts and labor only
  - » All warranty work must be completed by an ATC Authorized Dealer.
  - » Dealers are granted one (1) hour diagnostic labor, any additional time must be pre-approved.
  - » Extenuating circumstances will be considered on a case by case basis.
- Maximum service rate is \$80/hour
  - » Job times must be pre-approved in writing (See *Maximum Rate Chart*)

### Service Requirements:

- Used parts are subject to return.
- All parts are shipped UPS ground or USPS ground. Parts may be expedited at dealer's/customer's expense.

### Not Covered:

- Routine maintenance and adjustments are not covered by warranty.
- Consumables, shop supplies and miscellaneous parts are not covered by warranty.

#### Service Department Contact Information

Service Manager  
Phone: (877) 291-6309  
Email: [service@atconversions.com](mailto:service@atconversions.com)

#### General Inquiries, Parts/Information

Parts Manager  
Phone: (260) 758-2525  
Email: [parts@atconversions.com](mailto:parts@atconversions.com)