



2393 Little Egypt Road
 Harrisonville, PA 17228
 717-987-0099

***Required Information** - Incomplete claim forms will be returned to the originator requesting additional information

Submit claims by fax 717-987-0055 or email brandy@legacystoves.com

| | | | |
|--|----------------------------------|--|--|
| *Dealer/Distributor Number | | Email Address | |
| *Dealer/Distributor Name | | Reference Number | |
| *Contact Name | | Previous HHT Claim# | |
| <input type="checkbox"/> Service Call | | <input type="checkbox"/> Damaged Part** /Accessory/Missing Part | |
| *Serial Number | *Owner's Name | *Sales Order/ Purchase # | |
| *Model Number/SKU | *Address | *Part # | |
| Date Code (HTL only) | *City | * Date Code (HTL only) | |
| *Service Date | *State, Zip Code | Date code (fronts HTL & HNG) required | |
| Service Dealer | *Phone Number | Serial Number | |
| Dealer Contact | *Purchase/Install/Occupancy Date | *Model Number/SKU | |
| <input type="checkbox"/> Freight Damage** | *Serial Number | *Model Number/SKU | |

**For LTL freight claims please also send Bill of Lading, packing slip, complete Invoice and pictures to brandy@legacystoves.com or fax to 717-987-0055 reference serial and model number

| *Description of Problem, Corrective Action Taken & Parts Used: | *Parts Used/Parts Needed |
|--|--------------------------|
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Corrective Action Performed by: Dealer Consumer

Choose One →

| | | |
|--|--|--|
| <input type="checkbox"/> *Request for Parts Credit (RMA may be issued) | <input type="checkbox"/> Request NO-Charge Parts to replenish stock (non-RMA parts only) or replace damaged or missing parts | <input type="checkbox"/> Parts Credit already issued or not parts used |
|--|--|--|

Dealers who purchase from Distributors - send to Distributor for approval. Distributor must approve and forward claim form & Dealer's invoice from Distributor

Replacement parts order request on this form are treated as a replenishment of your parts stock and order entry may be delayed.

RMA parts: Please refer to Parts Return Master List for parts required to be returned for analysis and root cause, or to ensure corrective action taken.

Please refer to warranty and freight policies for complete guidelines.

\$55 labor allowance for Service Call Claims

Email claims to brandy@legacystoves.com or Fax 717-987-0055