

WARRANTY CLAIM FORM

IMPORTANT

BEFORE YOU START YOU NEED AN APPROVAL NUMBER

In order to get an approval number please complete this form and fax it to (914) 592-0285.
FACTORY DIRECT BUS SALES will not and cannot be responsible for paying warranty bills or
service invoices for ourselves and for customers we sold buses to unless your invoice shows an
APPROVAL NUMBER FROM FACTORY DIRECT BUS SALES

Questions? Call (914) 592-2872

COLLINS • MIDBUS • STARCRAFT • VCI • US BUS • TRANSTECH
BRAUN • RICON • CARRIER • ACT

DO NOT TROUBLE SHOOT AND EXPECT TO GET PAID FOR THE TIME!

Please Fill Out The Following Information:

Bus Customer Name: _____

Body Manufacturer: _____

Body Manufacturer Number: _____

In Service Date: _____

Mileage: _____

Chassis Manufacturer: _____

Description of problem: Body Electrical Leak Seats A/C Lift

Details: _____

FACTORY DIRECT BUS SALES APPROVAL NUMBER

Outside Service Company Name: _____

Contact: _____

Telephone: _____

Fax: _____

Labor Rate: \$ _____

Factory Direct Bus Sales is your advocate to the manufacturer. The final decision on approval for payment for service is made by the manufacturer.
Factory Direct Bus Sales does not work on buses or equipment without customer approval. There may be charges that are not covered by warranty.