



# Online Order Warranty Request Form

## Manufacturers' Warranty Policy and Procedures

### Fuel Lock Limited One-Year Warranty

IntraGrain Technologies Inc. ("IntraGrain") warrants that for a period of one (1) year from the date of original purchase, this product will be free from defects in material and workmanship. IntraGrain, at its option, will repair or replace this product, or any component of the product, found to be defective during warranty period. Replacement will be made with a new or remanufactured product or component.

### What This Warranty Does Not Cover

This warranty does not cover normal wear of parts or any damage resulting from any of the following, but not limited to: negligent use or misuse of the product, damage in transport, natural disaster, improper installation or use, abuse or improper handling. This warranty is limited to only those manufacturing defects that were caused or allowed by IntraGrain.

### How to Obtain Warranty Service

To return your Fuel Lock™ product and request a refund, please follow the steps outlined below:

1. Review Manufacturers' Warranty Policy and ensure that you are eligible to submit a claim (see above).
2. Print off and complete the Warranty Request Form on page 2. Email the form, along with proof of purchase, to IntraGrain at [orders@intragrain.com](mailto:orders@intragrain.com) and include **Warranty Request and your last name** in the subject line.
3. An IntraGrain representative will contact you within 1 to 2 business days to assist you with your warranty claim.
4. When instructed, package up your Fuel Lock™ product and ship it to IntraGrain along with the completed Warranty Request Form and original purchase receipt. All warranty claims are to be shipped to: IntraGrain Technologies Inc., Attention: Fuel Lock Online Product Warranty, 118 Husum Road, RM of Sherwood, SK, S4K 0A4. Note: Product returned without a completed Warranty Request Form will be refused for processing and the claim denied. IntraGrain will not be held accountable for lost or stolen new product shipments or RMA/Warranty shipments.



## Fuel Lock™ Online Order Warranty Request

Serial Number:

Part Number:

Date of Purchase:

First Name:

Last Name:

Address Line 1:

Address Line 2:

City:

Province:

Postal Code:


Email:

Number of items returned:

**Reason for warranty request:**

**IntraGrain Customer Service Representative (CSR):**

Authorization Signature \_\_\_\_\_

Print  \_\_\_\_\_

Authorization Date: \_\_\_\_\_ Authorization Number: \_\_\_\_\_

**Send product return to:**

IntraGrain Technologies Inc.  
Attention: Fuel Lock Online Product Warranty  
118 Husum Road  
RM of Sherwood, SK S4K 0A4