



## WARRANTY PROCEDURE

1. If a problem should occur, either the dealer or the end user must contact the Customer Service Department and explain the problem.
2. The Customer Service Manager will determine if the warranty will apply to this particular problem.
3. If the Customer Service Manager approves, a Work Authorization Number will be generated, and the appropriate service agency will perform the service.
4. The service dealer will then complete an invoice and send it to the Customer Service Department at Oliver Packaging & Equipment Company.
5. The Customer Service Manager of Oliver Packaging & Equipment Company will review the invoice and returned parts, if applicable, and approve for payment.

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