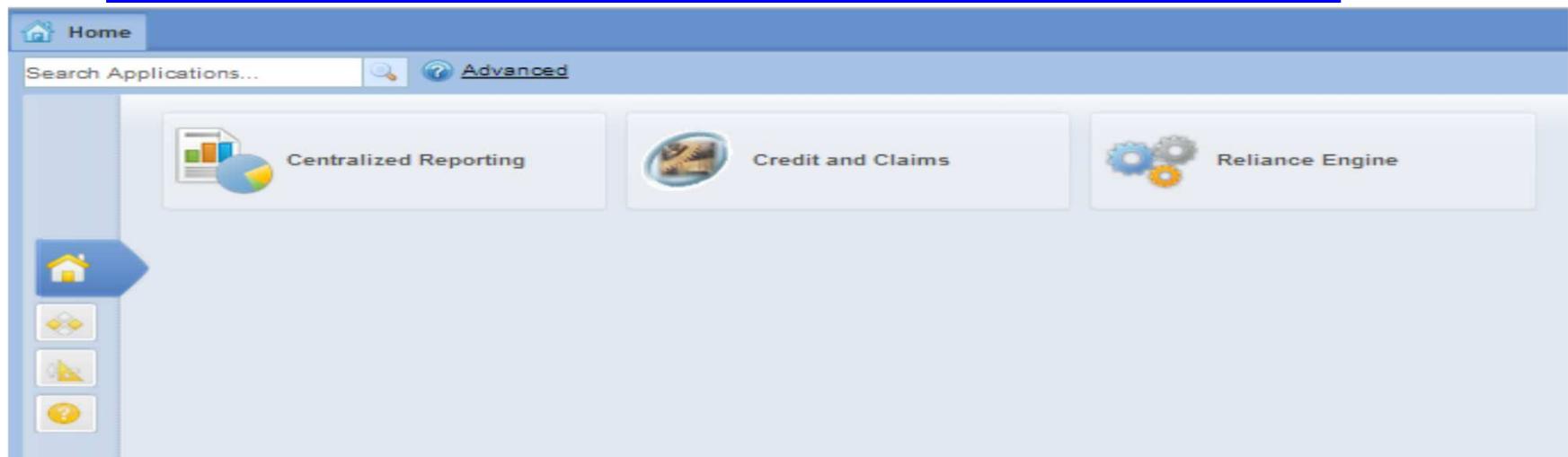

- *Weil-McLain's Warranty Website*

- <https://weil-mclain.etq.com/prod/reliance>

- Ways to get to the website

1. Clicking the notification link sent to your email will take you straight into the claim.
2. Or you can log into the website's home page <https://weil-mclain.etq.com/prod/reliance>



- Clicking Credit and Clams will bring you to your 'inbox' that will list all the claims that are currently assigned to you

Advanced

1. Warranty | 1. Open | by Assigned

New Document Refresh Copy Links Export to Excel Print View More

Search View... [View Search](#) | [Advanced](#) | [Reset View](#)
[Save Search](#)

Assigned	Claim Number	Current Phase	Caller Name
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
 Distributor-test	WRGA-2014-00069	Distributor Information	steve
 Distributor-test	WRGA-2014-00070	Distributor Information	steve

NAVIGATING THE FORM

Retrieve failed part from contractor before completing the claim.

1. Click the review tab
2. Fill out info
3. Enter replacement part:
Check the part returned to ensure replacement is correct. This is the part you receive credit for.
4. Save
5. Print (optional): this will open an electronic copy which you can save or print if you like.
6. Note what to do with the failed part.
7. Click to Complete Claim: A box will pop up, then click OK. This must be completed to get credit!

The screenshot shows a software interface for 'Distributor Information'. At the top, a progress bar indicates the current step is 'Distributor Information', with other steps being 'Initiation', 'Investigation', 'Complete Distributor Information', 'JDE Processing', 'Price Review/Credit', and 'Closed'. Below the progress bar, there are tabs for 'Claim Information', 'Review', and 'All Tabs'. A green arrow labeled '1' points to the 'Review' tab. The main form area is titled 'Distributor Account Information' and contains several input fields: 'Distributor Account Number *', 'Name of Distributor *', 'Replacement PO Number', 'Replacement Invoice Number:', 'Distributor Comments:', and 'Debit Memo Reference Number:'. A green circle labeled '2' is positioned over the 'Distributor Comments' field, with arrows pointing to the other fields. Below this is a section for 'Distributor Replacement Parts' with a table. The table has columns for 'Failed Part Number' (with value 383500623) and 'Quantity' (with value 1). Below the table is an input field for 'Distributor Replacement Part Number *' with a green arrow labeled '3' pointing to it. At the bottom of the form, there is a 'Part Disposition' section with a note: 'Before returning an item please use the print button to print this tab and send the printed page with the returned part.' Below this is a question: 'What do do with failed part:' with the answer 'Retrieve from contractor then scrap'. A green arrow labeled '6' points to this section. At the very bottom, there are buttons for 'Print', 'Save', 'Close', and 'Cancel'. A green arrow labeled '5' points to the 'Print' button, and a green arrow labeled '4' points to the 'Close' button. A large brown arrow labeled '7' points from the right side of the form back to the 'Distributor Information' step in the progress bar.

- Getting Credit
- If the claim was completed properly, it will take only a 3-5 days to process.
- You will receive an email notification upon closure of the claim
- You will then receive a paper credit memo in the mail a few days after that.

• Things to note

- You will need a user name and log in to access the site
- If a claim has been assigned to you it has been approved. Non-approved claims don't make it to this step.
- Call center number: 855-627-6003
- If a claim gets sent back to you check the comment section near the top of the document. The customer service agents reviewing the claim may want you to correct or add something.