

Request for Warranty Parts Returns

Please contact SMT in the first instance to obtain a Return Case Reference Number, this document must accompany the faulty parts returning to SMT GB.

Return Case Reference Number:	
Date:	
Account Name:	
Contact Name:	
Contact Telephone Number:	
Customer Order Number (for this order):	
Parts Reference (original sales order number):	
Date Faulty Unit Supplied:	
Machine Model:	
Machine Serial Number:	
Machine Operating Hours (on original order):	
Current Machine Operating Hours:	
Part Operating Hours:	
Part Name:	
Symptom Reason For Failure:	
Cause (if known):	
Part Serial Number (where possible):	

Please ensure all parts are:

- | | |
|--------------------------------------|--------------------------|
| Cleaned and drained of all fluids | ☐ |
| De-pressurised | ☐ |
| Assembled | ☐ |
| Adequately packed for transportation | ☐ |
| Genuine Volvo parts | ☐ |

Warranty parts must be under two years old or under 6000hrs (whichever occurs first)

Please return to:
Parts Returns Dept.
SMT GB
Moorfield Road
Duxford
CB22 4QX