

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