



## Overnight Warranty Exchange Program

### Process for exchange

- ✓ Troubleshooting call with customer and Spring USA technician: 800-535-8974
- ✓ Distributor sends Spring USA a purchase order –or- Customer or DSR submits a credit card to keep on file; nothing is charged at this point
- ✓ Replacement unit is sent overnight. Included is a return label to send non-working range back to Spring USA (Must return range within 14 days)
- ✓ The distributor or customer is only charged if the range is not returned within 14 days or if the issue falls outside the warranty

Note: Upon inspection of returned, non-working range by Spring USA, signs of abuse, misuse or neglect (i.e. broken glass, altered cord, water damage, not properly cleaning unit, etc.) will void the warranty.

### Optional 3-year Warranty

There is an option to purchase a 3-year warranty. Note, this option is only available at the time of purchase of the range.

| <b>3 year warranty</b> | <b>Ground Service</b> | <b>2nd Day Air</b> | <b>Next Day Air</b> |
|------------------------|-----------------------|--------------------|---------------------|
| SM-181C                | \$ 100                | \$ 200             | \$ 250              |
| SM-181C-T              | \$ 100                | \$ 200             | \$ 250              |
| SM-181R                | \$ 80                 | \$ 180             | \$ 220              |
| SM-261C                | \$ 210                | \$ 240             | \$ 160              |
| SM-261R                | \$ 100                | \$ 200             | \$ 250              |
| SM-351C                | \$ 210                | \$ 305             | \$ 350              |
| SM-351CF-T             | \$ 210                | \$ 305             | \$ 350              |
| SM-351WCR              | \$ 210                | \$ 305             | \$ 350              |
| SM-251-2CR             | \$ 335                | \$ 430             | \$ 475              |
| SM-651C-T              | \$ 80                 | \$ 180             | \$ 220              |
| SM-651R                | \$ 80                 | \$ 180             | \$ 220              |

If you have additional questions, please call 800-535-8974 or e-mail [springusa@springusa.com](mailto:springusa@springusa.com)