



Consumer Warranty Claim Process

Our Signature of Confidence

If your product should not perform according to manufacturer's warranty and the need should arise to file a claim, the desire of Deceuninck is for the process to be easy and straight forward.

1. You must submit your claim in writing to Deceuninck North America, LLC within the warranty period and within a reasonable period of time after the defect is discovered.
2. Start gathering information including a copy of your bill from the contractor or distributor specifically stating the date, supplier, and purchase price of the product, together with photographs of the product showing what you will be claiming.
3. Contact us for a claims package:
Phone: 800-432-9560, ext. 5498
Email: support@deceuninck-info.com

These claim instructions in no way imply that the claim will be covered under the manufacturer's warranty. Nor are they intended to provide details concerning the warranty.

Please refer to the Deceuninck written product warranty provided with your purchase, or available online at www.deceuninck-americas.com for details of the warranty.

This process can be used for any of the Clubhouse, Solstice and Kodiak products.