



Applied Machinery Sales
1205 Galleria Blvd
Rock Hill, SC 29730
PH: 803-327-4949
Fax: 803-327-4952

STANDARD PROCEDURE FOR PARTS ORDERING AND WARRANTY CLAIMS

1. Parts Ordering

The parts order form will be used for all part ordering. It can be faxed or emailed to Hillary Sheaff. It is very important that each section of the form is completed. Listing the type of order is also important (urgent / stock). AMS-Merlo will not accept part orders that do not list a PO – all orders will need to be submitted with a PO or one will be requested. Submit to partsorder@appliedmach.com or fax to 803-327-4952. Any parts that need to be returned must receive prior approval by Hillary Sheaff in the parts department. In some cases, there may be a re-stocking fee.

- All orders are managed with the following 2 options:
 - **X Urgent** – delivery to you within 24 hours to one week from receipt of order. **All X Urgent orders will receive a 15% dealer discount.**
 - **D STOCK** – delivery to you within two weeks from receipt of order. **All D Stock orders will receive a 30% dealer discount.**
 - **If the urgency is not stated, it will be assumed as a “D STOCK” order and delivered to you within two weeks from receipt of order.**

2. Warranty

Once a warranty item has been shipped, customers will receive an invoice for the parts; all warranty invoices should be paid as if it is a normal order.

Upon receiving the new parts, the customer has 30 days to complete the repair and submit the Warranty Claim Form. The warranty claim form is similar to the parts form and will need to be COMPLETELY filled out with as much detail as possible. I will also need three images showing the issue(s) being claimed; per Merlo’s updated procedure, all claims submitted without photos are automatically denied. The Warranty Claim Form must be completed and sent to Hillary Sheaff along with all supporting documents i.e. third party invoices, list of shop supplies used, jobsite addresses, etc. If the claim is not received within 30 days after the completion of the repair, the warranty can no longer be submitted for approval. Submit to warranty@appliedmach.com or fax to 803-327-4952.

Once warranty claims are submitted, customers will be reimbursed for approved items.

If there are any questions regarding whether or not a part can be submitted for warranty, please contact Hillary Sheaff at warranty@appliedmach.com.

3. Contacts

Parts ordering: Hillary Sheaff, partsorder@appliedmach.com | Fax number: 803-327-4952
Warranty Submissions / Questions: Hillary Sheaff, warranty@appliedmach.com
General Service Questions/ Warranty Repair Questions: Brian Hatch, service@appliedmach.com

Thank you!!