

# B&C Specialty Products

PRINT

123 East 4th Street · P.O. Box B  
Newton, KS 67114

## Warranty Consideration Request

Please complete the information blanks below and enclose a copy of this form with the item returned.  
If you have any questions, please call us: (316) 283-8000.

### Section 1

Name/Company: \_\_\_\_\_ Contact Person \_\_\_\_\_

Shipping Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Country: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

Phone: (Work) \_\_\_\_\_ / Extension \_\_\_\_\_ (Home) \_\_\_\_\_

(Cell) \_\_\_\_\_ E-mail: \_\_\_\_\_

### Section 2

Product/Model Number: \_\_\_\_\_

Serial Number (if serialized): \_\_\_\_\_

Aircraft: \_\_\_\_\_ Engine: \_\_\_\_\_ Hours in Service: \_\_\_\_\_

Purchased from (check one): [ ] B&C [ ] A/C Spruce [ ] Wicks [ ] FBO/Shop [ ] Individual/Other

Date of Purchase: \_\_\_\_/\_\_\_\_/\_\_\_\_ Date of Installation: \_\_\_\_/\_\_\_\_/\_\_\_\_

Proof of eligibility for Warranty Consideration (check all that apply): [ ] Logbook [ ] Invoice

*\*Please attach a copy of the Logbook entry showing installation of the item, or a copy of the original Invoice\**

### Section 3

Reason for Return (please provide as much detail as possible): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

#### Our Warranty Consideration Process

Upon receipt of your item and a complete Warranty Consideration Request form with supporting documentation, B&C will contact you at the phone number(s) provided to confirm receipt of your shipment. We will promptly evaluate the article for condition and function — and in the case of non-functioning items, we will determine if the issue falls under the B&C Limited Warranty (see reverse). Following this assessment, B&C will again contact you to report our findings, and outline the available repair or replacement options.

## **THE B&C SPECIALTY PRODUCTS WARRANTY**

Your new B&C Specialty Products Starter, Alternator, Alternator Controller (Regulator), Oil Filter Adapter, or Inverted Oil Pickup has been carefully designed and constructed using the finest materials possible. Every effort has been made to build a quality product that will give you many hours of reliable service.

All articles manufactured by B&C are covered by a limited two-year, two-hundred hour warranty against defects in materials and workmanship (for items we distribute, please contact us). The warranty period will begin on the date of purchase from B&C, or on the original date/recorded time of installation in an aircraft-whichever is later. Commencement of the warranty period may be established with a copy of the original purchase invoice, or a copy of the logbook entry recording the installation.

Should a problem arise for which you wish to request warranty consideration, please contact B&C in advance of removing the article from your aircraft, or sending it to B&C. We will make every effort to assist you in a courteous and timely manner. Returned articles must be adequately packaged and shipped prepaid by the customer (including any duties and fees, where applicable). We strongly recommend that you insure all packages for the replacement value of the article in question, and that you retain the tracking number(s) for your records.

Please include a Warranty Consideration Request form (found on the left column of our home page, [www.bandc.aero](http://www.bandc.aero)) with any article returned to B&C, along with supporting documentation such as original invoice or logbook entry establishing date of installation. The warranty consideration process will not begin until these items are complete and on file. Once an evaluation has been performed by our technicians, B&C will advise you regarding our findings. Articles eligible for warranty service will be repaired or replaced at our discretion, and returned to you via domestic ground shipping at our expense. Articles not eligible for warranty service may be repaired, replaced, or recycled at the customer's discretion and expense.

Attempted repairs, alterations, or disassembly in the field by unauthorized persons will void this warranty. Failure due to improper use, abuse, or installation not in accordance with B&C installation instructions will not be covered under this warranty. B&C cannot be held responsible for damage to interfacing components, or other accessories, and will be liable only for the article in question. Labor, transportation, and lost time or potential revenue are specifically excluded from this warranty. B&C does not delegate warranty service to outside service entities, and will not offer replacement credit for articles obtained from an FBO, mechanic, or other third party. All warranty claims must be handled directly with B&C.