



RETURNS & REPAIRS

**TO SEND A WINCH-HOIST TO MY-TE FOR RETURN OR REPAIR
PLEASE FOLLOW THE BELOW GUIDELINES.**

CONTACT

NOTIFY MY-TE OF THE PENDING RETURN OR REPAIR.
PLEASE PROVIDE DETAIL REGARDING THE REASON FOR THE RETURN/REPAIR.
PLEASE NOTE, AT THIS TIME WE DO NOT REQUIRE AN RGA OR RMA NUMBER.

PACKAGE

PACKAGE THE WINCH-HOIST CAREFULLY.

FOR WARRANTY CONSIDERATION, THE AVAILABLE CREDIT IS BASED ON THE CONDITION OF THE MACHINE AS RECEIVED BY MY-TE. DAMAGED, MISSING, OR ALTERED COMPONENTS MAY REDUCE THE AMOUNT OF THE CREDIT.

PROVIDE

ENCLOSE A DOCUMENT WITH YOUR CONTACT INFORMATION AND THE NATURE OF THE PROBLEM.
PLEASE INCLUDE PERTINENT INFO REGARDING ANY FAILURE OR SUSPECTED DEFECTS.
IF THE UNIT IS TO BE RETURNED TO YOU AFTER REPAIR, PROVIDE THE RETURN ADDRESS.

SHIP

RETURN THE UNIT BY PREPAID FREIGHT OR PACKAGE SERVICE TO:

**MY-TE PRODUCTS, INC.
ATTN: RETURNS/REPAIRS
9880 EAST 30TH STREET
INDIANAPOLIS, IN 46229**

OVERSIZED ITEMS OR ITEMS OVER 100 LBS. SHOULD BE RETURNED VIA MOTOR FREIGHT.

PROCESS

ONCE RECEIVED BY MY-TE, THE UNIT WILL BE THOROUGHLY EVALUATED AND INSPECTED. ALL DEFICIENCIES WILL BE NOTED, AND YOU WILL BE CONTACTED WITH THE DETAILS AND HOW TO PROCEED. RESTOCKING FEES MAY APPLY IF THE UNIT IS BEING RETURNED DUE TO MIS-ORDER, OVERSTOCK, ETC.

FEEL FREE TO CONTACT US AT ANY TIME WITH QUESTIONS OR CONCERNS.

800-840-9880



SALES@MYTE.COM



WWW.MYTE.COM

