



Defective Part Return Form

Hello! To process your return, please fill out this form in its entirety and email it to warranty@partstown.com. We'll look over your claim and get back to you within 48 hours. Please allow 30 days for your credit to be processed, but we'll do our best to make that time as short as possible. **If you need a replacement part, order it now and we'll credit your account.** Thanks!

Equipment Manufacturer		Equipment Model Number		Equipment Serial Number	
		Your Information		Equipment Location - End User	
Company Name					
Address					
City					
State					
Zip					
Store Number					
Contact Name					
Telephone number					
Email Address					
Quantity	Part Number	Description of Defect: Please list how part failed.			Price Ea.
Install Date		Failure Date		Replacement Date	
Freight charges					
Parts Town Invoice or order number, or your PO# (claim cannot be processed without this information):					
Your reference or invoice # (to be supplied on your credit memo):					

Please contact the factory for the following brands as they prefer to handle all warranty parts directly:
 Town Food Service: 718-388-5650 Royal Range: 951-360-1600 Thunderbird: 214-331-3000

Please return requested items to:

Parts Town, 1200 Greenbriar Drive Addison, IL 60101

warranty@partstown.com