

PROCESSING WARRANTY CLAIMS

How to Process Warranty Claim Requests

For warranty claim returns call (800)-200-8470 or e-mail us @ CustomerService@MantissaCorporation.com.

Be prepared to provide:

- Part number
- Description of the part
- Defective disposition of the component

Mantissa Corporation will issue to you a RMA (Return Material Authorization) number.

Ship the part(s) to us pre-paid. Mantissa will cover the return shipment costs of eligible warranty replacement parts.

Please note: All defective parts will be inspected to establish the validity of the claim. If a claim is denied, you will be provided a written statement of explanation. At that time, you may be requested to provide a purchase order number for a replacement part.

