



REQUIRED information needed to Submit Warranty Online:

Owner Name*
Owner Address*
Vehicle Make*
Vehicle Model*
Vehicle Year*
Controller Part Number*
Moldboard Serial Number*
Proof of Purchase (to be retained by the Distributor)
Date of Purchase*
Date of Defect
Date of Repair
Photographs (recommended)

* If the customer has already registered their snowplow this information will automatically fill in these fields.

Copy of proof of purchase **MUST** be retained by the distributor to validate the purchase date. This copy must be kept with the Distributor Warranty records by claim number for auditing purposes.

All parts should be photographed and submitted (Step 2) with the online warranty which may eliminate the need to have the parts returned to the factory.

For all warranty correspondence, including pictures after a claim has been submitted, please e-mail to warranty@meyerproducts.com.

Online Warranty Worksheet

REQUIRED information needed to Submit Warranty Online:

Owner Name

Owner Address

Vehicle Make

Vehicle Model

Vehicle Year

Controller Part Number (5 digits)

Moldboard Serial Number (11 digits)

Proof of Purchase Attached (to be retained by the Distributor)

Date of Purchase

Date of Defect

Date of Repair

Photographs (recommended) (file name)

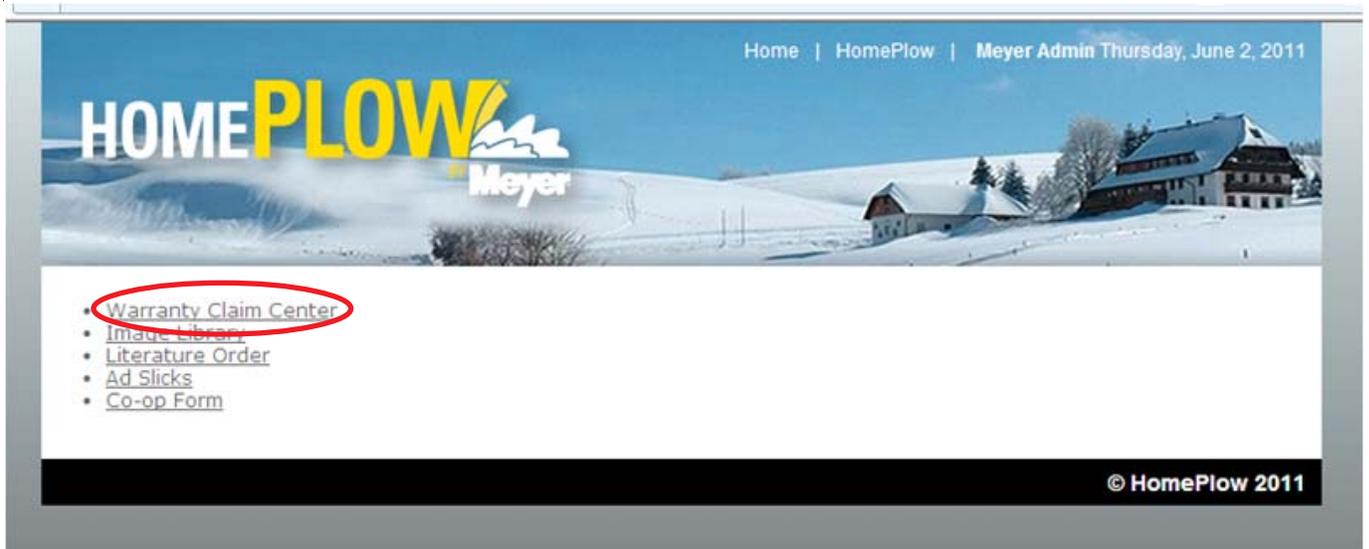
Nature of cause of difficulty (describe completely) and repairs performed

Attach Work Order

Step 1: Go to www.thehomeplow.com on the internet and login using your user number and password.

The screenshot shows the HomePlow website homepage. At the top right, there is a navigation bar with links for "Product Registration", "Support", "FAQ's", "Contact Us", and "Distributor Log-In". Below this is a secondary navigation bar with links for "How It Works", "How It's Made", "What It Fits", "How To Install", and "Accessories". The main header features the "HOME PLOW Meyer" logo on the left and a "QUICK LINKS" menu on the right with options for "Where To Buy", "Image Gallery", "Literature", and "HomePlow In the News". The phone number "1-877-504-PLOW" is also visible. The central banner image shows a silver SUV with a HomePlow snowplow attachment driving through snow. To the right of the SUV, the text reads "PIY Plow It Yourself" followed by the slogan "No waiting, no getting stuck, no reason not to get where you need to go." At the bottom, there are three promotional boxes: "HOME PLOW See it in Action" with a play button icon, "HOME PLOW vs. Other Snow Removal Options" with a photo of a person, and "HOME PLOW ANNOUNCES Free Plowing Tips" with buttons for "Sign Up Now" and "See Us On YouTube". A red circle highlights the "Distributor Log-In" link in the top right corner.

Step 2: Click on Claim Center.



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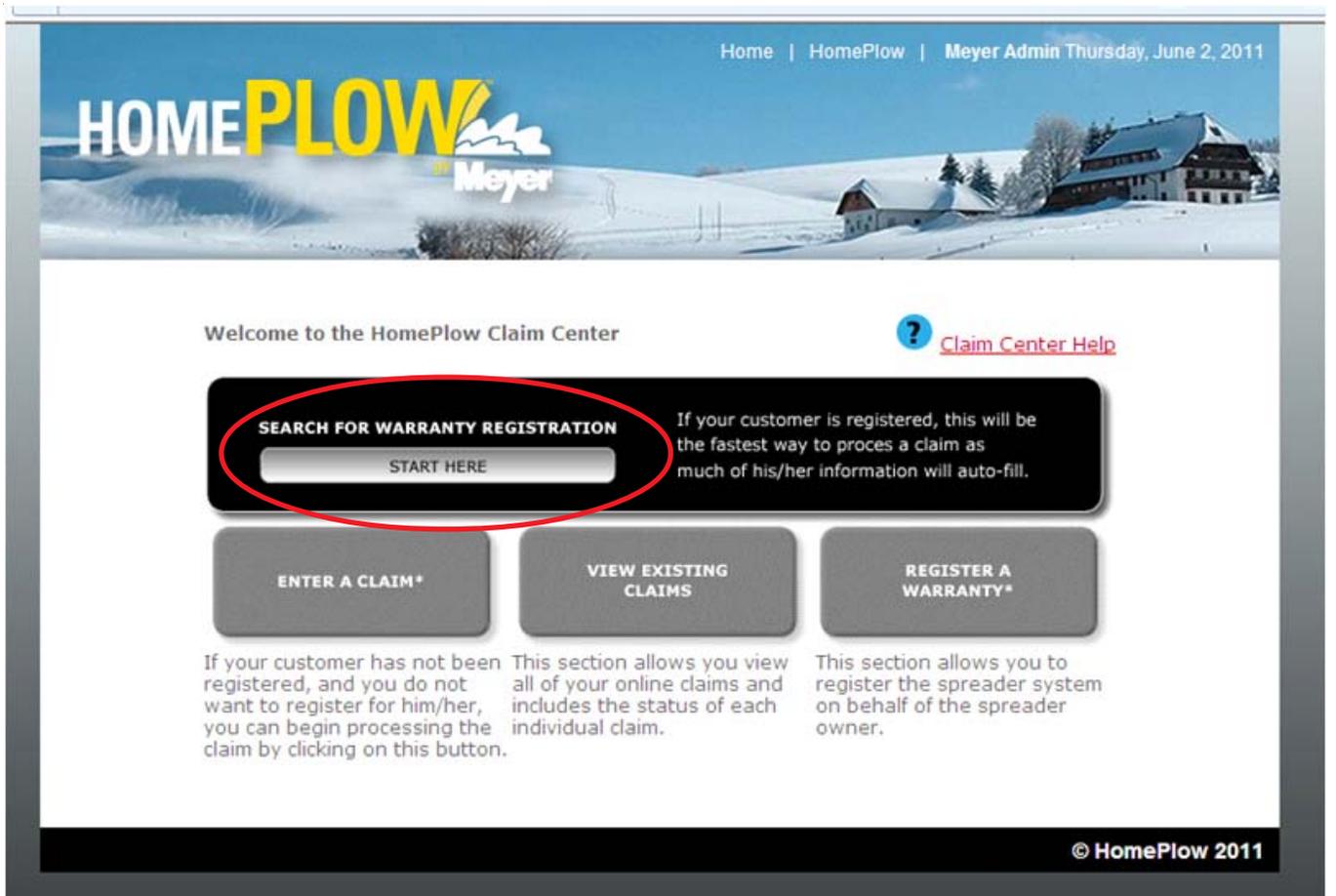
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- [Warranty Claim Center](#)
- [Image Library](#)
- [Literature Order](#)
- [Ad Slicks](#)
- [Co-op Form](#)

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Step 3: Click on Search For Warranty Registration



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Welcome to the HomePlow Claim Center [? Claim Center Help](#)

SEARCH FOR WARRANTY REGISTRATION
START HERE

If your customer is registered, this will be the fastest way to process a claim as much of his/her information will auto-fill.

ENTER A CLAIM* **VIEW EXISTING CLAIMS** **REGISTER A WARRANTY***

If your customer has not been registered, and you do not want to register for him/her, you can begin processing the claim by clicking on this button.

This section allows you view all of your online claims and includes the status of each individual claim.

This section allows you to register the spreader system on behalf of the spreader owner.

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Step 4: Enter info moldboard serial number and State then Click on Search For Warranty.

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Warranty Search | Enter a Claim | Existing Claims | Register Warranty

Welcome to the Warranty Claim Center

[Click here for Claim Center help.](#)

To start, search for an existing warranty. Please use one of the following search combinations:
Last name and state; municipality and state; or state and serial number.

Last Name City State Zip
 Select a State ▼

Municipality Serial Number

Search for Warranty

If registration does not exist either register on our site by [clicking here](#) or enter a claim by [clicking here](#).
[View a list of existing claims for your distributor/dealership here.](#)

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Step 5: If customer is found Click on Enter A Claim next to their name. If customer is not found click on Enter A Claim on top of page.

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Warranty Search **Enter a Claim** Existing Claims Register Warranty

Welcome to the Warranty Claim Center

[Click here for Claim Center help.](#)

To start, search for an existing warranty. Please use one of the following search combinations:
Last name and state; municipality and state; or state and serial number.

Last Name: TEST City: TEST State: Ohio Zip: Municipality: Serial Number:

Search Results

First Name	Last Name	Address	City	State
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If registration does not exist either register on our site by [clicking here](#) or enter a claim by [clicking here](#).

[View a list of existing claims for your distributor/dealership here.](#)

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Step 6: A. Enter Your Name in the Entered By box

B. Click on the Under the Penalty of Law box after you have read the statement

C. Enter your e-mail address if different from the displayed address. This will send e-mails to you updating the status of your claim

D. If the Customer is not registered you will need to click on the Date of Purchase Calendar to enter that date

E. Click on both the Date of Defect Calendar and the Date of Repair Calendar to enter those dates

F. If the customer is not registered you will need to enter the serial number for both the Spreader

G. If the customer is not registered you will need to enter all customer information. Note: Customer e-mail address is optional

H. Describe in detail the Nature of Difficulty. This section can also be used for your comments to The HomePlow

I. If all the above information s correct click Save General Information

Select Equipment Type:

Plow

Step 1

In step 1 provide general claim information including a thorough description of the nature or cause of the difficulty. Click the "Save General Info" button when complete to move to step 2.

Entered By:

44444

Claim Number

Under the penalty of law, I hereby certify that the customer's proof-of-purchase was checked and this claim is within Magnum's defined warranty period. Please be sure to retain a copy of the original proof-of-purchase for auditing purposes.

Send Claim Emails To:

TEST

Send Email Updates for this Claim:

No Yes

Date of Purchase:

05/31/2011

Date of Defect:

06/01/2011

Date of Repair:

06/01/2011

Controller Part No.

22846

Moldboard Serial No.

12534580048

Owner Name

TEST

Owner Address

TEST

Owner City

TEST

Owner State

OH

Owner Zip

44146

Owner Email Address

TEST@yahoo.com

Vehicle Make

FORD

Vehicle Model

F150

Vehicle Year

2012

Nature or Cause of Difficulty and Repairs Performed (describe completely):

Step 7: This area allows you to attach picture to your claim. If pictures are attached the parts may not need to be returned to the factory.

A. Click Browse and attach the digital pictures from your computer. NOTE: File Extensions (pdf, jpeg, jpg, or gif) must be in lower case

B. In the Image Description Box please note anything you like to include with the attached pictures

C. Click on Save Image

Step 2

Step 2 is an optional step where you can upload images showing the nature or cause of difficulty. A description for each image can also be entered.

After uploading any images proceed to step 3.

Image File: (images must be one of the following: .jpeg, .jpg, .gif, .pdf)

Image Description:

Image

Description

- Step 8:**
- A. Enter the line items of parts replaced. Quantity and Part Number
 - B. Click on Save Part. The line items will now appear at the bottom. If you have entered the line item incorrectly click on edit and you will be able to make the necessary changes
 - C. If you need to enter more than one part go back to Step A
 - D. After Submit Claim has been clicked a new window will appear to ask if you are sure you want to submit the claim for processing. If Yes click OK. If Not Click Cancel

Step 3

In step 3, enter the parts repaired / replaced.

When all parts have been entered click the "Submit Claim" button to complete your claim.

Quantity Part Number [Part No. Lookup](#)

	Line Number	Quantity	Part Number	Part Description	Status
Edit	1	1	11752	LIGHT BRACKET RH	Pending

Step 3

In step 3, enter the parts repaired / replaced.

When all parts have been entered click the "Submit Claim" button to complete your claim.

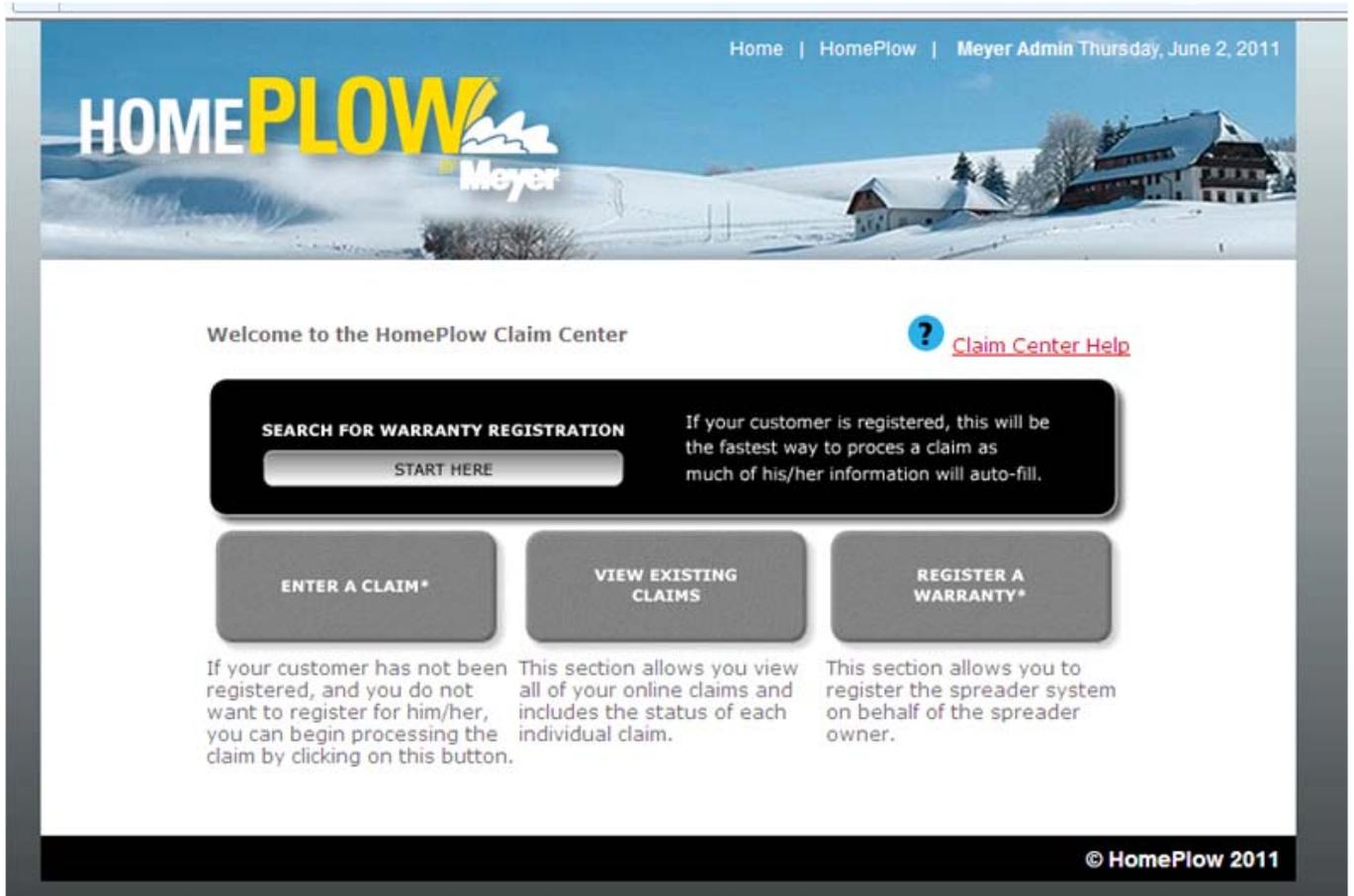
Quantity Part Number [Part No. Lookup](#)

	Line Number	Quantity	Part Number	Part Description	Status
Edit	1	1	11752	LIGHT BRACKET RH	Pending

Step 9: On the next business day after submitting a Warrantly Claim you will receive an e-mail regarding the status of your claim and an additional e-mail for every change in status.

We may require Pictures of the Parts returned to the Factory. This will be communicated to you via e-mail and by looking up existing claims.

From the HomePlow Claim Center click on View Existing Claims.



The screenshot shows the HomePlow Claim Center website. At the top, there is a navigation bar with links for Home, HomePlow, and Meyer Admin, along with the date Thursday, June 2, 2011. The main header features the HomePlow logo and a background image of a snowy landscape with a house. Below the header, the page is titled "Welcome to the HomePlow Claim Center" and includes a "Claim Center Help" link. The central area contains a large black button labeled "SEARCH FOR WARRANTY REGISTRATION" with a "START HERE" sub-button. To the right of this button is a text box explaining that this is the fastest way to process a claim. Below this are three buttons: "ENTER A CLAIM*", "VIEW EXISTING CLAIMS", and "REGISTER A WARRANTY*". Each button has a corresponding text box explaining its function. The footer of the page contains the copyright notice "© HomePlow 2011".

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Welcome to the HomePlow Claim Center [? Claim Center Help](#)

SEARCH FOR WARRANTY REGISTRATION
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ENTER A CLAIM*
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VIEW EXISTING CLAIMS
This section allows you view all of your online claims and includes the status of each individual claim.

REGISTER A WARRANTY*
This section allows you to register the spreader system on behalf of the spreader owner.

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Step 10: This window shows all claims you have entered online and their status.

If Partial Entry shows under the claim number column this indicates a partial entry was made to start a claim form but was not finished or submitted.

Claim Status:

Pending – Claim has been submitted and is awaiting action from HomePlow Warranty Department or the Distributor. A note in red will appear when further action needs to be taken by the distributor. Now is the time to click on view entire claim (Figure 1) and check line item status.

If Status shows PIC then you will need to provide pictures

If Status shows RGA use your claim number as the RGA number and return part to factory

If Status shows Scrap then the parts need to be scrapped

Not Invoiced – HomePlow has processed claim and a CM Order Number has been generated. The following business day the Claim status will change to Complete and will show the Credit Memo Order Number and Invoice number. If you buy product direct from Magnum Spreader you will be able to click on the Credit Memo Order Number or Invoice number to view a PDF of your credit issued by HomePlow.

Warranty Search Enter a Claim Existing Claims Register Warranty

Below is a list of all the online claims your distributor/dealership has entered.

The claims are sorted with the most recent first.

Clicking the "View Entire Claim" link will take you to a detailed view of that claim.

Claim Number:

Select a Sub Dealer

Sort By:

	Dealer Name	Claim Number	Owner Name	Date Entered	Claim Status	CM Order Number	Credit Memo Invoice #	Receive Status Emails
View Entire Claim	SUBURBAN CAR & TRUCK	Partial Entry	TEST	06/02/2011	Partial Entry			click to turn ON email updates No
View Entire Claim Print Claim	SUBURBAN CAR & TRUCK	806347	aA	06/01/2011	Pending			click to turn ON email updates No
View Entire Claim	SUBURBAN CAR & TRUCK	Partial Entry	stacey tst	04/28/2011	Partial Entry			click to turn OFF email updates Yes

Showing 1 to 3 of 3 claims.

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