

## Warranty process:

1. Send an email to: [CustomerService@Gabriel.com](mailto:CustomerService@Gabriel.com)
  - CC: Warranty@Gabriel.com
  - CC: Gabriel Sales Account Manager
  - CC: Any employees within your company that need to know of the return

Be sure to include the following:

- Your name
  - Company name
  - Company address
  - Your phone number
  - Your email address
2. Attach all information and photos (if available) to the email:
    - Photo of the defect. **For leaking claims, part must be fully extended and close up of the leaking area.**
    - Photo of part number and date code
    - List of part numbers and quantities
    - Install and failure mileage
    - Months in service
    - Application use
    - Location or region of failure
  3. Gabriel Customer Service will email the Return Goods Authorization (RGA) paperwork needed for you to send the part(s) back. **RGA form must be placed on the box.**
  4. Send the parts back to Gabriel, ensuring that the RGA paperwork is attached to the box upon return, so that the part can be immediately recognized and delivered to Gabriel's Warranty Department.
    - For claims that do not require to be returned, please follow photo procedure below:

Photo #1: Issue area of the shock



Photo #2: Date code & part number

