



TCL In-Warranty Repair Form

To initiate the in-warranty service/repair request of Grand Design customers with TCL TV's, below is a breakdown of information that will need to be compiled for each case. Once this information has been consolidated, please reach out and provide these details to a TCL Customer Service agent via

\*\*\* Attention: Canadian customers in need of warranty repair, please email: warranty@butlersales.biz\*\*\*

\*\* NO PART RETURN FOR CANADIAN APPROVALS \*\*

Information required for all in-warranty requests include:

1. Copy of proof of purchase (e.g. lease agreement)

2. Dealer information

a. Name: \_\_\_\_\_

b. Phone: \_\_\_\_\_

c. Email: \_\_\_\_\_

d. Ship to Address: (where replacement will be sent):

Pre-Auth No/Claim No/VIN No: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

3. TV Information (found on back of TV)

a. Model Number: \_\_\_\_\_

b. Serial Number: \_\_\_\_\_

c. Date of Purchase: \_\_\_\_\_

4. Description of issues with TV. Please provide images or videos as reference.

NOTE: Physically damaged units are not covered under warranty.

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