



Alix Mongiat <alix@dealer-advisors.com>

Fwd: claim 845449 feedback required 2nd attempt

1 message

Greeneway Warranty <greeneway@dealer-advisors.com>
To: Alix Mongiat <alix@dealer-advisors.com>

Mon, Dec 30, 2024 at 10:16 AM

----- Forwarded message -----

From: **Sheila Mast** <smast@granddesignrv.com>
Date: Mon, Dec 30, 2024, 9:31 AM
Subject: claim 845449 feedback required 2nd attempt
To: greeneway@dealer-advisors.com <greeneway@dealer-advisors.com>

Good morning Greeneway

This claim has been in feedback required since 12.6.

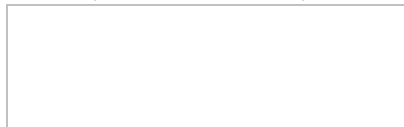
This is our 2nd attempt to get the information needed to process this claim. Please acknowledge and supply as soon as possible to avoid any denials.

*GRAND DESIGN NOTES LINE 6 need invoice for part = need picture of valve removed from toilet. sm
12.6==*

Thank you

Have a nice day!

 "Cute Puppy Inside a Christmas Bag Cute Christmas Dog with Santa Hat for Dog lovers, Puppy lovers, Animal lovers, Pet lovers" Greeting Card for Sale by FestivePalette | Redbubble



Happy New Year

Sheila Mast

Vendor ChargeBack Lead Processor

GRAND DESIGN RV

[5200 Hoffman St.](#)

[Elkhart, IN 46516](#)

Hours 7:00 – 4:00

****When Returning parts, please include a copy of the claim in the box with the part. Many time the shipping companies will retag a box and the reference #'s are left off.

****If you use packing peanuts to return defective parts, please protect the part from them. Also do not put any non removable stickers/tags on the parts.

****US dealers have 30 days from the date the claim is submitted to return the requested parts to Grand Design RV. Canadian dealers have 45 days from the date the claim is submitted to return the requested parts to Grand Design RV

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3 attachments

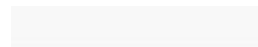
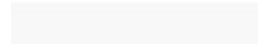


image001.jpg
108K



NEW YEAR'S CLOSURES:
Dec 31 Closing at noon
Jan 1 & 2 Closed for the New Year's Holiday

image002.png
6K

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