



Warranty Claim Detail

R.O. Number **72752**
 Job **1**

COMPLAINT INFORMATION	
Flat Rate Code	1357
Description	Cabinet-Wesco-Drawer Guide
Occurrences	1
Requested Hours	.50
Authorized Hours	.50
Fault Code	62-WARRANTY GOODWILL
Vendor Responsible	89998-CUSTOMER GOODWILL Hours:50

GENERAL INFORMATION	
Status	Paid
Denial Code	14-Unit is out of warranty
Date In	12/09/2025
Submit Date	01/09/2026
Authorization	No 01/14/2026
Work Complete	Yes 03/03/2026
Payment	Yes 03/10/2026

CUSTOMER COMPLAINT
COMMENT ENTERED ON 01/09/2026 AT 10:37 AM BY DEALER Customer states two drawers at the pantry will not stay latched in transit

AUTHORIZATION NOTES
COMMENT ENTERED ON 01/09/2026 AT 11:03:23 AM BY ALDUNNING PICTURES FROM CASE 01055169 COMMENT ENTERED ON 01/14/2026 AT 11:03:12 AM BY CSTROZIER THIS UNIT HAS BEEN OUT OF WARRANTY SINCE JULY 2025; FOUND CASE 01047968 WITH A LIT OF ISSUES WE EXTENDED

DEALER CORRECTION
COMMENT ENTERED ON 01/09/2026 AT 10:37 AM BY DEALER Remove both drawers and guide assemblies. Noted broken pieces of plastic off of drawer guides. Recommend replacement of all four drawer guides. Attempted to adjust and lubricate, however it was noted. Plastic pieces broken on drawer guides, length of guide 23 inches by 1 and 3/4 inches.

TOTALS	Requested	Authorized
Labor	92.50	92.50
Sublet	.00	.00
Parts	96.24	96.24
Freight	.00	.00
Adjustments	.00	.00
TOTAL	217.61	217.61
TOTAL PAID		217.61

