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**INC 137696 & 137697**

1 message

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**RVP Warranty Claims** <rvpwarrantyclaims@airxcel.com>  
To: Ashlee Olsen <ashlee@dealer-advisors.com>

Thu, Aug 21, 2025 at 7:18 AM

**Please read all, important information provided.**

Received, thank you.

This has been processed by our warranty dept and sent to accounting for payment to be issued.

In 5 – 10 business days from this email if you haven't received check in the mail. Please contact our accounting dept at 316-832-3400 opt 5 or email [AP@AIRXCEL.COM](mailto:AP@AIRXCEL.COM)

**FOR MARK UP ONLY**

INC 137696 Reference #25755-2

INC 137697 Reference #25693-2

**Upcoming Office Closure: Labor Day - Monday September 1, 2025**

Casandra K Gilbert

Warranty Claims Auditor

Airxcel, Inc.

3050 N St. Francis St.

Wichita, KS 67219

Office: 574-247-9235

Fax: 316-832-3417

[www.airxcel.com](http://www.airxcel.com)



**From:** Ashlee Olsen <[ashlee@dealer-advisors.com](mailto:ashlee@dealer-advisors.com)>  
**Sent:** Wednesday, August 20, 2025 2:20 PM  
**To:** RVP Warranty Claims <[rvpwarrantyclaims@airxcel.com](mailto:rvpwarrantyclaims@airxcel.com)>  
**Subject:** Re: Request Received: [external] re: inc 137697, ac unit

**Externally Sent Email** - Do not click any links or open attachments that you are not expecting, even if you know the sender. If you are unsure please call the sender.

We did not buy the AC unit, the part was sent at no charge, however according to the new state law, we are entitled to 30% mark up on parts sent at no cost.

On Wed, Aug 20, 2025 at 1:08 PM RVP Warranty Claims <[rvpwarrantyclaims@airxcel.com](mailto:rvpwarrantyclaims@airxcel.com)> wrote:

Ashlee

That is a screen shot of what you could pay for the a/c, not a receipt that you did pay for it. Did you buy an a/c or did you use the one we sent free of charge? Please supply the new a/c serial number. If you don't have it I can call Alfred Shaw and ask him for the number, thank you.

**Upcoming Office Closure: Labor Day - Monday September 1, 2025**

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**From:** Ashlee Olsen <[ashlee@dealer-advisors.com](mailto:ashlee@dealer-advisors.com)>  
**Sent:** Wednesday, August 20, 2025 1:42 PM  
**To:** RVP Warranty Claims <[rvpwarrantyclaims@airxcel.com](mailto:rvpwarrantyclaims@airxcel.com)>  
**Subject:** Re: Request Received: [external] re: inc 137697, ac unit

**Externally Sent Email** - Do not click any links or open attachments that you are not expecting, even if you know the sender. If you are unsure please call the sender.

Good afternoon,

I have attached the proof of what the ac would have cost on this claim for the 30% mark up. If you need anything further please let me know.

Thank you,

Ashlee

On Tue, Aug 19, 2025 at 11:06 AM <[rvpwarrantyclaims@airxcel.com](mailto:rvpwarrantyclaims@airxcel.com)> wrote:

Thank you for your email. Your labor invoice/VCB has been received and will be reviewed in the order it was received.

Please ensure the proper paperwork was submitted within the appropriate timeframe.

**Proper Paperwork:**

Invoice Containing:

- Dollar Amount
- Address
- Serial Number of Product
- Data Tag (if for an AC replacement)

**Appropriate Timeframe:** Invoice/VCB must be submitted within 60 days from the date of repair completion.

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received thi e-mail by mistake and delete this e-mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.,AIRXCEL, INC. 3050 North St. Francis Street • Wichita, KS 67219 • 316.832.3400 • [www.Airxcel.com](http://www.Airxcel.com)

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Good afternoon,

Please see attached forms regarding the state laws requiring payment of the 30% mark up handling fees. If you need anything further, please let me know.

[Tennessee Code § 55-28-107 \(2024\) - Warranty claims - Violations by warrantor or dealer :: 2024 Tennessee Code :: U.S. Codes and Statutes :: U.S. Law :: Justia](#)

Thank you,

Ashlee

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[Redacted]

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Ashlee Olsen

Warranty Administrator

iClaims Services

[www.iclaimsservices.com](http://www.iclaimsservices.com)

208.716.2887

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Ashlee Olsen

Warranty Administrator

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