



Tech Support Request

Job Name: _____

SO#: _____

PO#: _____

Type or Part#: _____

Are Fixtures and/or Parts Installed? YES NO

Submitter Name: _____

Company: _____

Phone: _____ Email: _____

Onsite Contact Name: _____

Company: _____

Phone: _____ Email: _____

Please provide a brief description of the issue(s) you're experiencing:

Please email photographs clearly showing the issue(s) to: techsupport@alwusa.com

1035 22nd Ave, Unit 1 | Oakland, CA 94606
P 510.489.2530 F 650.249.0412 W alwusa.com



IMPORTANT NOTICE

ALW will, at its sole discretion, repair any product, provide a replacement or elect to reimburse the amount of the original purchase price.

ALW is not responsible for any other expenses resulting from a warranty claim such as shipping, labor or other costs/expenses to remove, repair or install any defective, repaired or replaced product. Moreover, ALW is not responsible for project timeliness and will not pay liquidated damages or backcharges of any kind related to external project timelines.

More additional information, please consult our Warranty Terms at <http://www.alwusa.com/wp-content/uploads/2017/11/ALW-Warranty-11-7-17.pdf>



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