



WARRANTY CLAIM FORM INSTRUCTIONS

INSTRUCTIONS FOR WARRANTY CONSIDERATION

1. Claim form must be **COMPLETELY** filled out. Please answer "all" questions as accurately as possible. Incorrectly answered questions may result in repair charges.
2. Building serial number must be provided. It is located above the door of the building. Please provide all letters and numbers.
3. In order to correctly address the problem, **we require a picture(s) of the area in need of repair along with the Warranty Claim Form.**
4. You may either mail the Warranty Claim Form and picture(s) of damaged area to us at our home office:
Old Hickory Buildings & Sheds
Attn: Warranty Repairs Department
PO Box 331973
Murfreesboro, TN 37133
or email them to: warranty@oldhickorybuildings.com
5. Once we receive your completed Warranty Claim Form and/or picture(s) of the damaged area, we will be able to process your claim.
6. Broken windows or lock and other appearance related claims must be reported within 7 days of delivery. We will not accept claims for these items afterward.
7. Processing time for the claim usually takes 2-4 weeks.

**** If any of these steps are not followed, warranty consideration may be delayed or denied. ****



P.O. Box 331973 Murfreesboro, TN 37133 Phone: 615-890-8075 Fax: 615-890-8736

WARRANTY CLAIM FORM

(Please print claim form instructions and fill out claim form completely)

NAME _____

DATE: _____

MAILING ADDRESS

DELIVERY ADDRESS

HOME PHONE _____

CELL PHONE _____

SERIAL NUMBER _____

DATE OF PURCHASE: _____

So that we may effectively troubleshoot the problem, please answer the following questions regarding your storage building (circle Yes or No):

1. Have you moved the building at your location since the initial delivery and setup? **Yes** / **No**
2. Are you storing heavy items in the building that exceed the SHED FLOOR LOAD?
See website: <https://oldhickorybuildings.com/shed-floor-load-info/> **Yes** / **No**
3. Has the building been painted, repainted, stained, finished on the interior, added onto or altered in any way from its original structure or appearance since initial delivery and setup? **Yes** / **No**
4. Are you currently storing or have you stored any hazardous or dangerous material, livestock or other animals in the storage building? **Yes** / **No**
5. Have you installed any type of heat or A/C system in the building? **Yes** / **No**
6. Has any insulation been installed in the building? **Yes** / **No**
7. Has the roof been damaged by wind, trees, or other causes? **Yes** / **No**
8. Has a ramp(s) been installed? **Yes** / **No**
9. Does water run off other roofs or gutters onto the building or building foundation? **Yes** / **No**
10. Are wooden door tension rods loose or out of adjustment? **Yes** / **No**
11. Is the building hooked up to electricity? **Yes** / **No**

Please describe in as much detail as possible the damage and or repair needed.

