

## Initiate the Core Warranty Claim

**Trigger:** Contractor identifies a potential core warranty issue.

**Action:**

**Option A:** Contractor (or wholesaler) calls **Ecoer** at **1-855-598-4093** to create a ticket.

**Option B** (Velcro Program Participants): Log into Ecoer's Help Center Portal at <https://ecoerinc.zohodesk.com/portal/en/signup> to create or sign up for an account, and then fill out a new ticket online.

## Provide Required Information

**Complete Ticket Details:**

Customer & contractor information (name, contact, etc.)

Product and part number(s)

Proof of purchase/invoice details

Photos & videos showing the issue (required)

**Ticket Creation Confirmation:**

You will receive a **ticket number** after successfully submitting all required information.

## Obtain Replacement Parts & Ticket Number Usage

**If Replacement Part is Available:**

The ticket number can be used to provide the contractor with the part immediately.

**If Replacement Part is Not in Stock:**

Place a new order as normal.

Reference the **ticket number** on the order to ensure the part is tied to the warranty claim.

## Return of Core Part & Credit Process

**Gather Returned Parts:**

Make sure all defective/old core parts are returned to **you** (the wholesaler) before issuing any credit.

**Credit Approval:**

Once the claim is validated, use the **ticket number** to process credit for the returned part.

## Communicate Outcome & Close Ticket

**Inform All Parties:**

Confirm with the contractor that the replacement part has been issued (if applicable).

Notify both contractor and internal teams once credit is successfully processed.

**Record Keeping:**

Attach final documentation (including proof of credit issuance or any adjustments) to the ticket.

Close the ticket after all actions are completed and the customer is satisfied.