



Authorized Parts Repair Facility

## Ricoh Warranty Processing

Hytec works with Ricoh to process Dealer Warranty Claims filed on Ricoh's Dealer Warranty Service Page. To start a claim, visit: [warranty.ricohservice.com](http://warranty.ricohservice.com).

### Ricoh's Warranty Programs

#### Standard Warranty

Dealers have the option of two service types:

##### Repair Option:

Hytec will send a prepaid shipping label via email to send part to Hytec. There is no cost to the Dealer for this service option.

##### Advance Exchange Option:

To expedite a claim, select Advance Exchange option. A replacement part will be shipped to you at a flat rate of \$30. A prepaid return label is included to return your core to Hytec.

\*Cores must be returned within 30 days to avoid full replacement cost being charged. Physically damaged parts will not qualify for the Warranty Program. Please use caution to package all parts properly when shipping to Hytec.

#### Questions?

For questions on Ricoh Warranty Claims, contact us toll-free at **800.883.1001** or email our team at [OEM@hytecrepair.com](mailto:OEM@hytecrepair.com)

#### Board Return Program

- ▶ If returning a new part purchased via Ricoh, complete claim on Ricoh Warranty site.
- ▶ Upon Ricoh approval, you will receive instructions to return part to Hytec.
- ▶ Ricoh will finalize claim, after inspection is completed.
- ▶ If returning a repaired part purchased from Hytec, contact Hytec directly for an RA#.

