



APi Warranty Policy & Claim Packet

Warranty Policy & Procedure

Effective Date: August 20, 2025

Purpose

This Warranty Policy & Procedure outlines the requirements, processes, and responsibilities associated with filing a warranty claim for APi products. It ensures that all claims are handled fairly, consistently, and in alignment with APi's quality and storage standards.

Warranty Coverage

1. Eligibility Timeframe

- Standard Purchases: Products purchased within 6 months of the claim date may be eligible.
- Early Buy Purchases: Products purchased under an early buy program within 12 months of the claim date may be eligible.

2. Documentation Requirements

- Lot number clearly visible on product packaging
- Clear picture of the product showing lot number and condition
- Proof of purchase (invoice or purchase order number)

3. Exclusions

- Product not stored per APi's Recommended Storage Practices
- Product altered, repackaged, or tampered with
- Claim submitted without complete documentation
- Product shelf-life expired

Recommended Storage Practices

- Store in a temperature-controlled, cool, dry environment
- Keep products out of direct sunlight and away from bay doors

- Never store products outdoors, even if covered or under an overhang
- Maintain packaging in intact, sealed condition until use
- Ensure chemical containers are properly closed to avoid contamination

Procedure for Filing a Warranty Claim

1. Branch Responsibility

- Collect required documentation (lot number, product picture, proof of purchase)
- Confirm proper storage compliance
- Submit claim to APi Warranty Department

2. APi Warranty Department Review

- Verify purchase and eligibility
- Review documentation and condition
- Approve, deny, or request more information

3. Resolution

- Approved: APi issues credit, replacement, or resolution
- Denied: Branch notified with explanation

Additional Terms

APi reserves the right to inspect any product before approving or denying a claim. Claims due to improper handling or storage will not be honored. Maximum liability is limited to original purchase price. Warranty applies only to APi branches and authorized distributors and is non-transferable.

Warranty Claim Form

Branch Information

Branch Name: _____

Branch Contact Person: _____

Phone Number: _____

Email Address: _____

Date of Claim Submission: _____

Product Information

Product Name/Description: _____

Lot Number (must be visible on packaging): _____

Purchase Order/Invoice Number: _____

Date of Purchase: _____

Quantity Being Claimed: _____

Claim Details

Issue Reported (check all that apply):

☐ Defective Product ☐ Damaged Product ☐ Quality Concern ☐ Other: _____

Detailed Description of Issue:

Supporting Documentation (required):

☐ Picture of Product & Packaging (showing lot number)

☐ Proof of Purchase (invoice/PO)


☐ Storage Compliance Verification

Storage Compliance Verification

Stored in temperature-controlled, cool, dry environment? ☐ Yes ☐ No

Stored out of direct sunlight and away from bay doors? ☐ Yes ☐ No

Never stored outdoors, even if covered? ☐ Yes ☐ No

 Reminder: Products not stored according to APi's Recommended Storage Practices are Not eligible for warranty claims.

Branch Representative Certification

I certify that the information provided is accurate to the best of my knowledge.

Signature: _____ Date: _____

Printed Name: _____ Title: _____

APi Warranty Department Use Only

Date Received: _____

Claim Reference #: _____

Review Outcome: ☐ Approved ☐ Denied ☐ Additional Info Required

Resolution: ☐ Credit Issued ☐ Replacement Product ☐ Other: _____

Reviewed By: _____ Date: _____