



COZOC GROUP INC.  
POLICY & PROCEDURE SERVICE REPAIR/PARTS CLAIMS UNDER WARRANTY

COZOC policy for any service repair or parts must be submitted directly to COZOC at office1@cozoc.com with complete details, all service repair calls must be approved by COZOC prior to any service repair appointment, we will try to troubleshoot any problems over the phone/email than determine what parts are required to service unit.

PLEASE NOTE: in order to process any service repair/parts claims in a timely manner all procedures must be complete prior to sending to COZOC, our parts carry 90 day warranty policy.

1. Date of purchase/with original sale receipt to customer
2. Model number
3. Purchase unit from
4. Serial number
5. Photos are required
6. Description of problem

Thank you for understanding our Policy and Procedure.

\_\_\_\_\_ Print

\_\_\_\_\_ Sign

\_\_\_\_\_ Rep/Dealer/Distributor

Note: COZOC only warrants the original purchaser only that any original part that is found to be defective in material or workmanship will, at COZOC'S option. All other than this terms & conditions, is out of warranty, replacement of light bulbs or display case glass due to damage of any kind, COZOC will not be responsible any cost & fees.