Marel Global Warranty Process Overview

Warranty Claim Web-form Registration

Customer

- Machine failure ↓ 12m standard singe-shift warranty timeframe
- File warranty claim (WC) on marel.com/warranty
- Invoice from Marel if declined; credit provided if approved

Claim Processing

Global Warranty Team

- Receive claim via website, send WC# to customer once claim is received
- If needed call part back, send RMA
- Approve or decline claim within 60 days from receiving part

1st Level Part Inspection

Distribution Center (DC)

- Part returned to DC for inspection
- Outcome reported to GWT
- Send onward to 2L inspection

2nd Level Part Inspection

Product Specialist

- Part tested / detailed inspection
- Inspection outcome reported to GWT

Vendor Inspection

Equipment Vendors

- Vendor part inspection
- Outcome of inspection to Marel
- Process and invoice according Purchasing - Vendor agreement