



Shady Oak Distributing, Inc.

616 - 13th Avenue South • Hopkins, MN 55343

Metro: (952) 935-3305 • Toll-Free: (888) 933-6529 • Fax: (952) 224-3610

Steps for Vent-A-Hood Warranty Support ** 1-1-2023

Owner of the appliance:

1. Contact Shady Oak with the following details:

- a. Serial number
- b. Model number
- c. Details on the problem(s)/Concern(s)
- d. Homeowner's Name, Address, Phone

2. Depending on the problem/concern, Shady Oak will either:

- a. Schedule a time with the homeowner directly for a Shady Oak Representative to handle, or
- b. Will contact an authorized service agent to contact homeowner to set up a time to handle.
 - i. Shady Oak will provide **authorization number** to technical service provider to proceed with service support.
 - ii. Service provider to send invoice to Shady Oak referencing previously issued **authorization number**.
 - iii. Shady Oak will pay invoice within 30 days, or otherwise agreed upon terms.

**Reimbursement under "warranty" is at Shady Oak's sole discretion. To ensure payment/reimbursement, follow support procedures above, as outlined.