

# 3M™ Speedglas™ Warranty Process

- (1) Call the 3M Speedglas Warranty and Repair Department: (800) 328-1667, select option 3
- (2) The following steps will be followed to determine the validity of the warranty claim:
  - Verification that serial number is under warranty by entering serial number in the Warranty Tracking Database.
  - If lens is in warranty 3M will need to get an exact complaint of the lens failure (Flicker, internal cracks, incorrect shades, flashing, blinking, low battery light, black spots, clear spots & weld spatter SL Lens ONLY)
  - If this information cannot be provided, the lens will have to be returned to the 3M Speedglas Warranty and Repair Department for evaluation per normal procedures. **NO LENS WILL BE SENT AHEAD IN THIS SCENARIO.**
- (3) Once a valid warranty claim has been established, customer/distributor is required to complete the Certificate of Decontamination before proceeding. If no Certificate of Decontamination or Distributor/Customer Check list is returned, 3M will not send out a lens or evaluate any equipment. This follows SOP-001P procedures.
- (4) When Certificate of Decontamination is received a Return Authorization number will be assigned. Typical cutoff time to process these orders is by 2 pm. If the 2 pm cutoff time is missed, the 3M Speedglas Warranty and Repair Department will verify the lens will ship the next business day. **If** deviating from this time frame is required, contact Customer Service by calling (800) 328-1667 to verify the order can be processed.
- (5) All Speedglas warranty welding lenses will be shipped from the Warranty and Repair Department via **UPS Blue** (2 day service). This is the preferred method of shipment if it is determined that the lens would reach you within two days.
- (6) If the lens is required by next business day we will ship the lens using **UPS Next Day Air Saver** which delivers by 3:00 pm next business day. Shipping via this option will be the exception rather than normal procedure.
  - With each valid warranty claim on a Speedglas lens, our Warranty and Repair Department will enclose a Prepaid Return Shipping label with a set of printed instruction. These labels are to be printed for Ground Shipment Only..