Cogan
Since 1901

Warranty

BUILT FOR DURABILITY AND RELIABILITY



01 WARRANTY CLAIMS PROCEDURE

Important: All warranty claims must be reported within 30 days upon discovery of the damage or defect.

- Cogan offers a Limited Lifetime Structural Warranty, and a 1-Year Warranty for Work Performed or Materials Furnished.
- If you encounter an issue with one of our products, please call 888-316-2027 and reference your Cogan order number.
- Once your claim has been approved, we will issue a work order with a pre-authorized budget of $80/hour for foremen and $50/hour for laborers to complete the repairs. **Do not attempt to fix the problem without Cogan authorization and an official work order.**
- Work performed by a third party will be evaluated on a case-by-case basis. Please provide a cost estimated (quote) for review.
- We will not accept back charges for any repairs, modifications, or alterations without a Cogan work order. We are also not responsible for any damages caused by exceeding the conditions and capacity for which the product was designed.
- Cogan is not responsible for any travel, accommodation or per diem expenses incurred by the Customer, the End User, and/or the Installation Team to access the job site and perform the repairs. Due to the uncontrollable nature of transit times, we are also not be responsible for the Installer's waiting time.
- For complete warranty details, visit our website: cogan.com/Our-Expertise/Lifetime-structural-warranty

02 WARRANTY AND REPAIR INQUIRIES

Our office hours are from 8:30 am to 5:00 pm. For warranty or repair inquiries, or to discuss a jobsite visit, please contact Cogan.

COGAN CUSTOMER CARE

888-316-2027

Toll-free | info@cogan.com

www.cogan.com/contact

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Please complete this form and return at your earliest convenience to your designated RFQ Manager.

Every request must be reviewed by our Customer Care Dept.
Please allow a minimum of 24hrs to 48hrs for a response.

For questions, call 1.800.567.2642 (Monday to Friday 8:30 AM to 5:00 PM)

WARRANTY CLAIMS AND REPAIRS

Dealer / Installer Work Authorization Form

Customer / Project Name: **Cogan Order #:**

Dealer Name: **Customer PO #:**

Installer Contact Information

Installer Name:

Phone Number: E-mail:

Product (Choose One)

☐ Mezzanines ☐ Partitions ☐ Lockers ☐ Guardrails ☐ Cantilever Racking

Problem Encountered (Choose One)

☐ Manufacturing Issue ☐ Installation Issue ☐ Missing Material ☐ Transport Damage ☐ Paint ☐ Other

Provide all details regarding the problem encountered. *(Please send pictures to support your claim.)*

		Hourly Rate		Total Estimated Time		
Materials	$	Foremen	$ /hr	Foremen	hrs	**Total** $
		Laborers	$ /hr	Laborers	hrs	

To be completed by Cogan authorized personnel *only*. ☐ **Approved** _____ *Cogan Authorized Signature*

Important: Do not change the product design to correct a problem unless first authorized by a Cogan engineer. If the product is altered in any way without explicit authorization by a Cogan engineer, your warranty may be void. Cogan will not accept back charges for any corrections made by the purchaser unless approved by the manufacturer. Work performed by a third party will be evaluated on a case-by-case basis. Please provide a cost estimated (quote) for review.