Wholesale Part Warranty-Online Tutorial
Getting Started

1) Set your browser to: www.bradfordwhite.com

2) Under the WHOLESALERS drop down menu, select RETURN CLAIMS - PARTS
Getting Started

Click RETURN PARTS to proceed.
If you do not have an account set up already, click **Register** to create an account.
1) Fill in your account information. Your BWC Customer Number is required to proceed. This number is referenced on all credit memos and invoices from BWC.

2) Once all fields are complete and accurate, click Create User button.

Once you have submitted an account request, please wait for a confirmation email from noreply@bradfordwhite.com to login and proceed. You only need to submit your request one time.
Login

1) Fill in your username and password.
2) The “keep me logged in” box can be useful for future access to the warranty site.
3) Click the Log In button on the right
Submit a Parts Credit Request

1) Enter your VALID serial number and click find
Submit a Parts Credit Request

1) A VALID serial number will yield tank information explaining the warranty coverage, model number and expiration date.

2) If the expiration date is before your warranty claim, a proof of installation MUST be submitted with the claim or it will be denied. The following slides will cover any file uploads needed.
Submit a Parts Credit Request

Fill in the Enter New Claim area complete.
Submit a Parts Credit Request

Please note: The Location field is the WHOLESALER address. There is an auto-complete function that will narrow down your search after three digits entered. You can enter zip code, address or city to find the correct location.

When complete, click the insert link.
Submit a Parts Credit Request

An auto-generated Warranty Allowance Form number will be created for you at this point.

Click to Add Parts or Uploads
Submit a Parts Credit Request

At least one part OR an uploaded file are required to submit a request for credit.

For parts - Make the proper selection in the drop down menus to find the correct part number and description to request, then click Insert Parts.

You are allowed to upload any type of file as an attachment. This works great for labor invoices or your PO summary. Examples: .pdf, .jpg, .xls(x), .doc(x).

If you cannot find the part number for credit in the drop down menu, please revert to uploading a file to continue.
Submit a Parts Credit Request

This function does allow for more than one part so long as it applies to the same serial number.

Once you have entered your part(s) or file to upload, the Submit Pending for Processing button will appear. This is to ensure that there is a complete request before it is sent to a Bradford White Warranty Technician.
Complete a Parts Credit Request

Once you submit your claim, the Pending Claims line will be updated to “Submitted”.

When the claim has been entered as a credit memo by Bradford White, you are able to access your past claims by clicking “View Past Claims”.

For questions or comments, please contact our parts warranty technicians at partwarrantyclaims@bradfordwhite.com
“A Wholesale Commitment to Your Success”