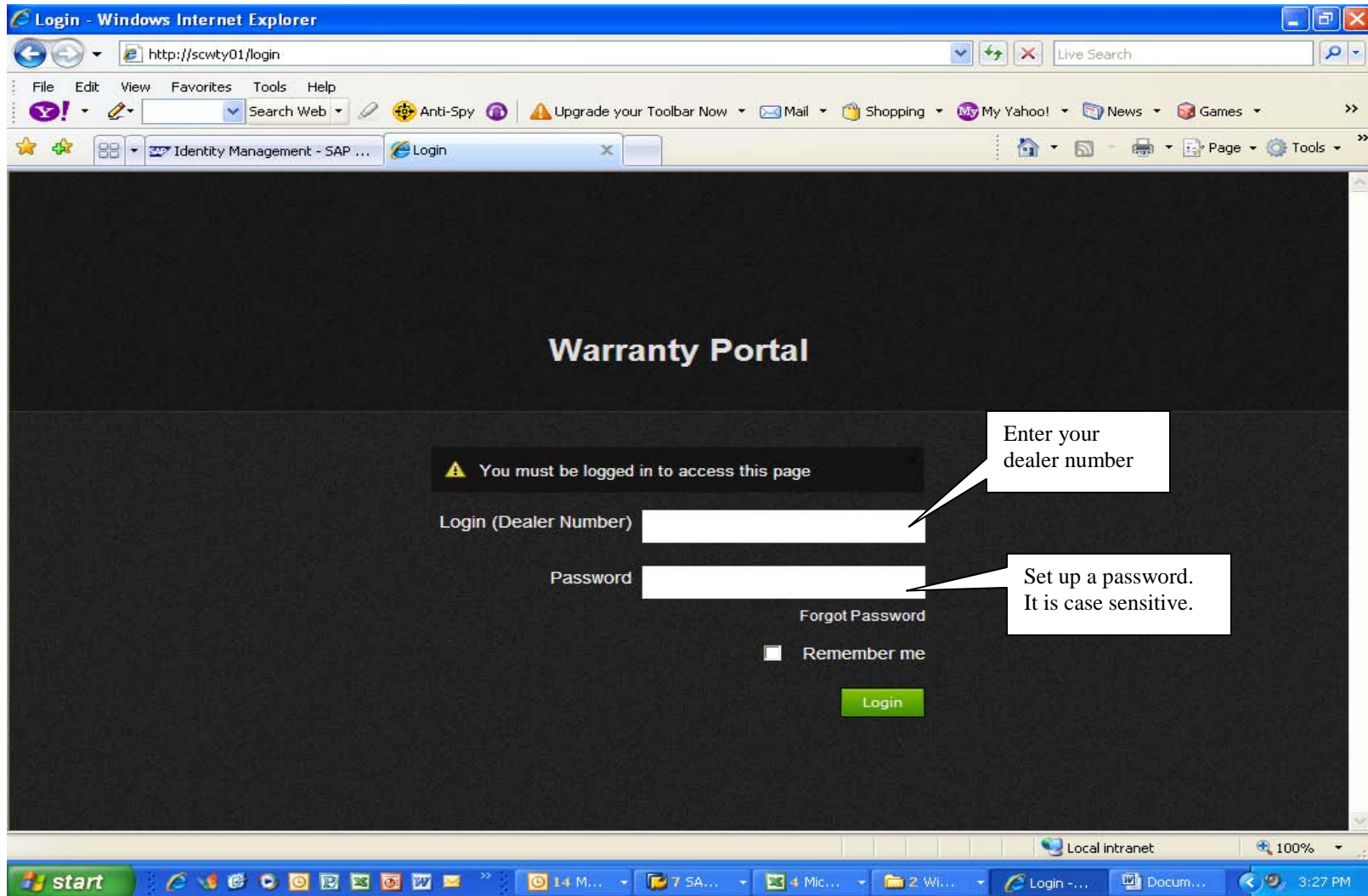
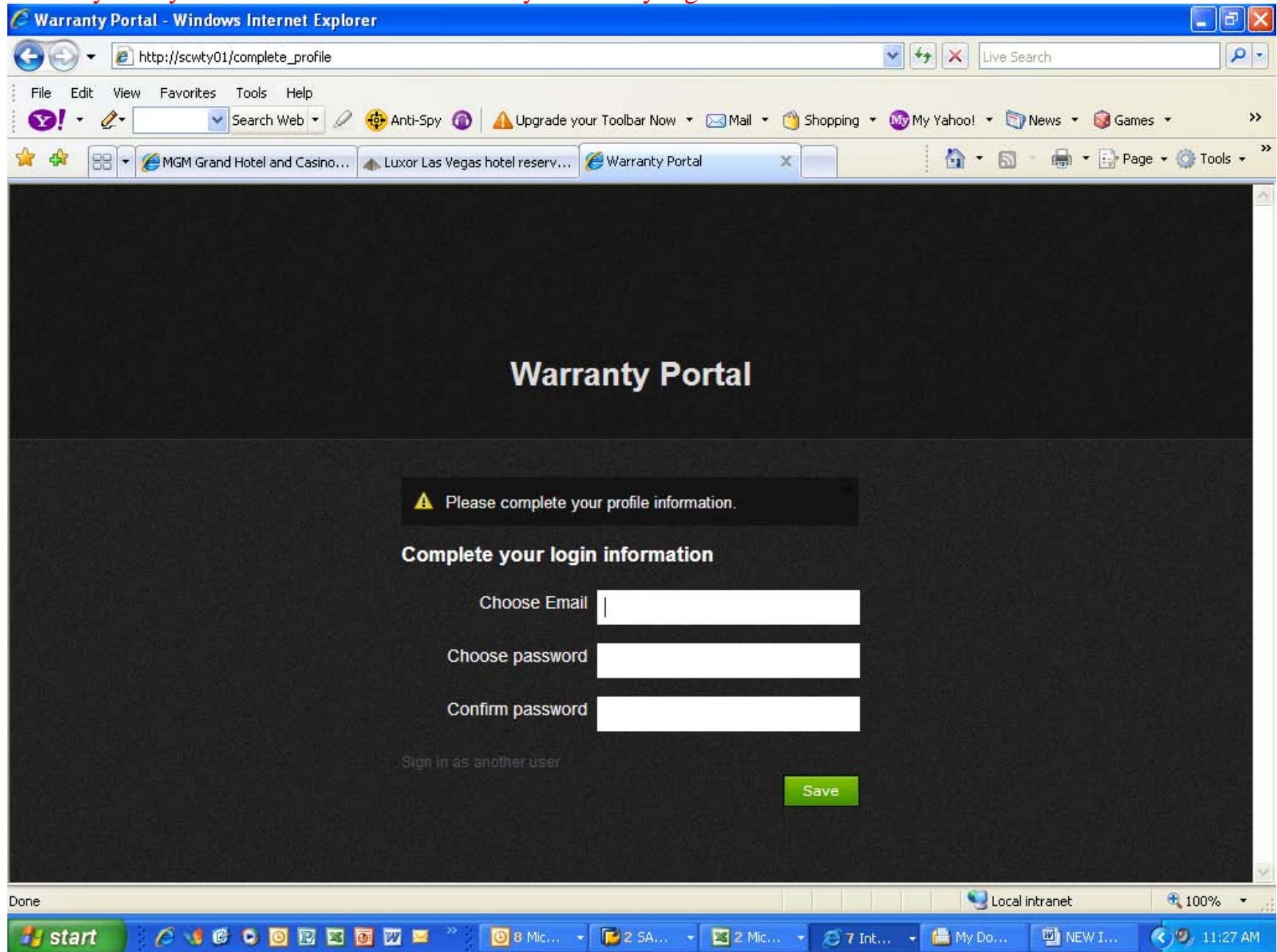


Login page for entering warranty claims.

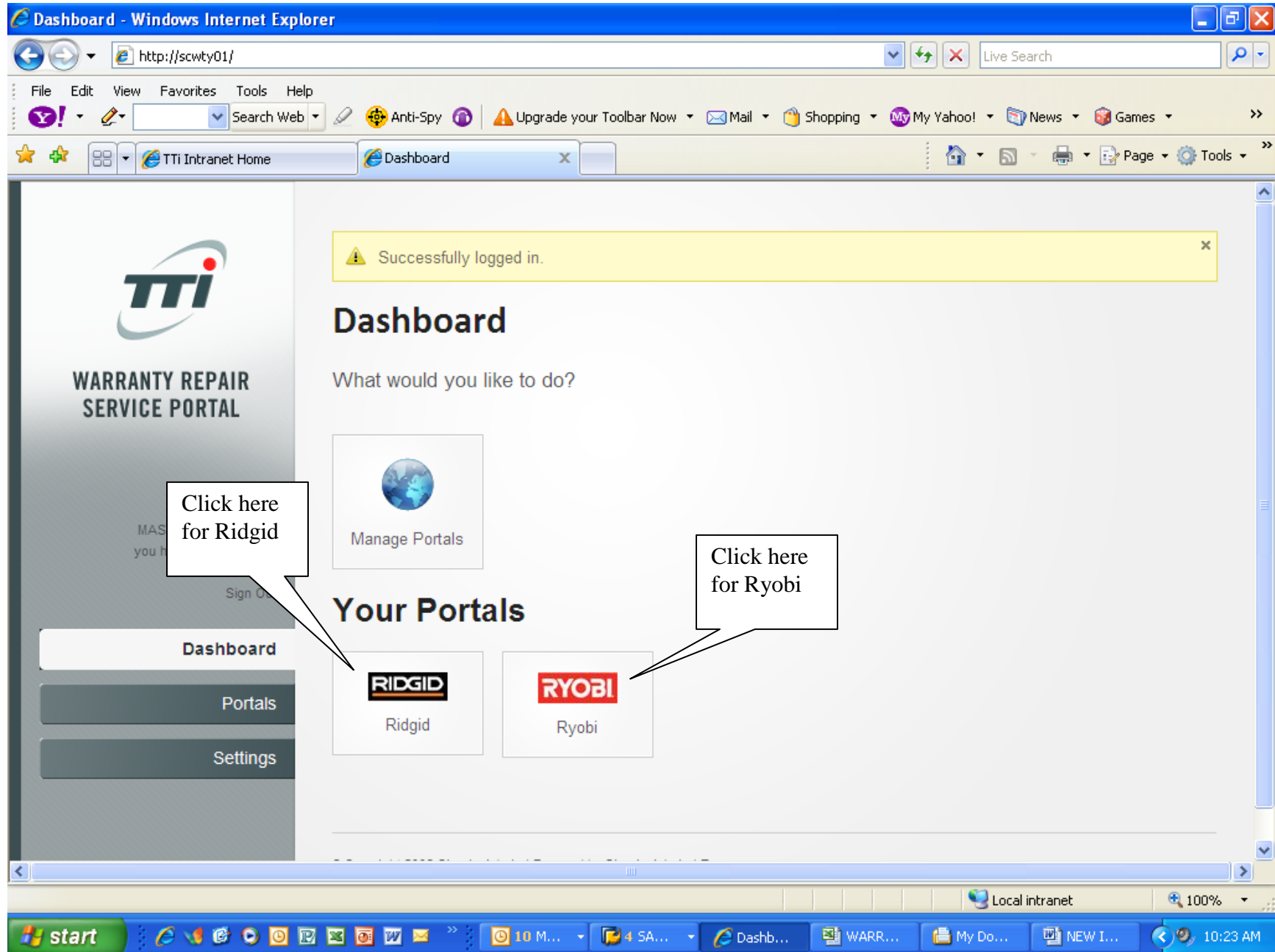


The only time you will see this screen is when you initially login.



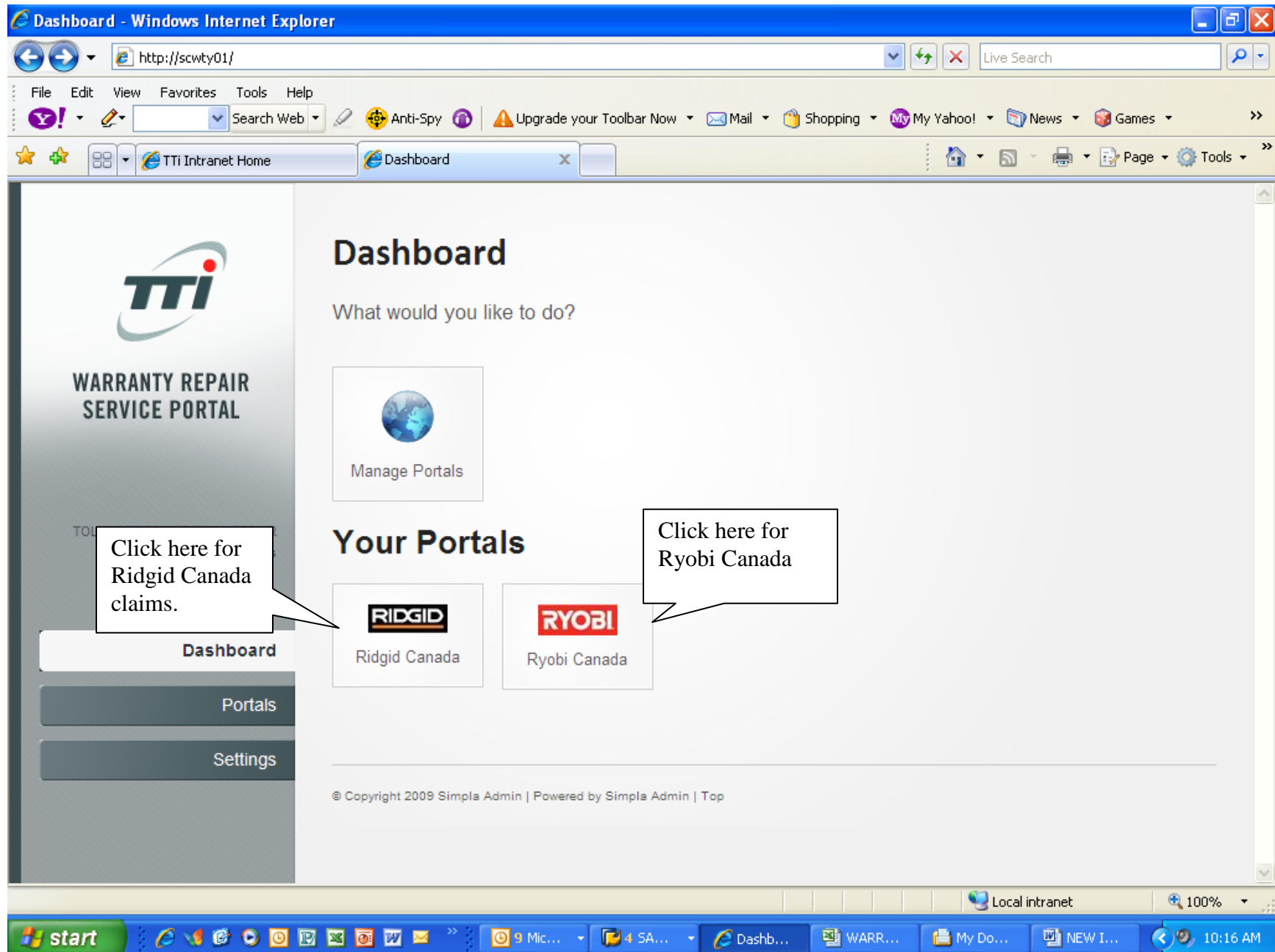
US DEALERS DASHBOARD

After you logon this page will come up. Here you can choose the brand to either create a claim or search an existing claim.



CANADIAN DEALERS DASHBOARD

After you logon this page will come up. Here you can choose the brand to either create a claim or search an existing claim.



Ridgid claims with LIFETIME SERVICE AGREEMENT and without LSA are entered on the same screen.

TTI
WARRANTY REPAIR SERVICE PORTAL

MASTER TOOL REPAIR
you have 0 Messages

Sign Out

Dashboard

Portals

Settings

Ridgid Claims

RIDGID

Support User: PATTI BURRISS PATTI.BURRISS@TTIGROUPNA.COM

Create Claim

Search Claims

Claims

Claim #	Service Center Claim #	Model #	Serial #	Total Cost	Status	Created by	Created on
<i>No Claims found</i>							

Home

Local intranet 100%

start 10 M... 4 SA... Ridgid ... WARR... My Do... NEW I... 10:33 AM

Create claim screens

New Claim - Windows Internet Explorer

http://scwty01/portals/Ridgid/claims/new

WARRANTY REPAIR SERVICE PORTAL

MASTER TOOL REPAIR
you have 0 Messages

Sign Out

Dashboard

Portals

Settings

New Claim

Customer info

Lifetime Service Agreement

Service Center Claim Number

Name

Full Name

Address

Address (continued)

Any additional address information

Zip Code

Product info

Model number

Enter LSA number if applicable.

This field is for service center reference number

Local intranet 100%

start 13 25 N... 2 M... M... S... N... Mi... 12:35 PM

New Claim - Windows Internet Explorer

http://scwty01/portals/Ridgid/claims/new

File Edit View Favorites Tools Help

Search Web Anti-Spy Upgrade your Toolbar Now Mail Shopping My Yahoo! News Games

TTi Intranet Home New Claim

Any additional address information

Zip Code

A 5 or 9 digit number

Note: Only the zip code is needed. We will fill out the rest of the address information for you

City

State

Country

Phone

Number to reach customer. Only digits

Model number

Serial number

Date purchased

Original date of purchase

Date received

Date Dealer Received

Date returned

Date Returned to Customer

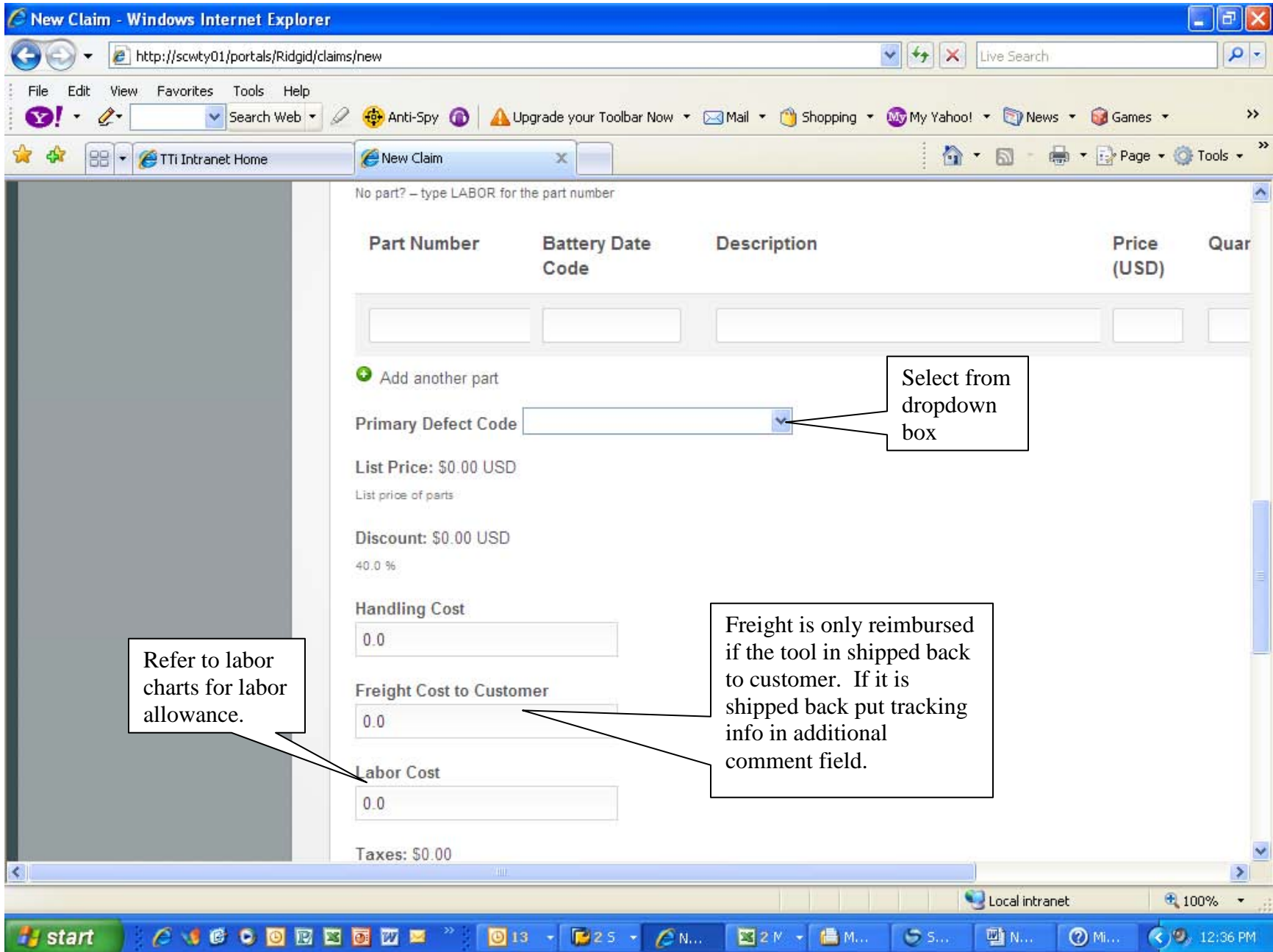
Add Parts

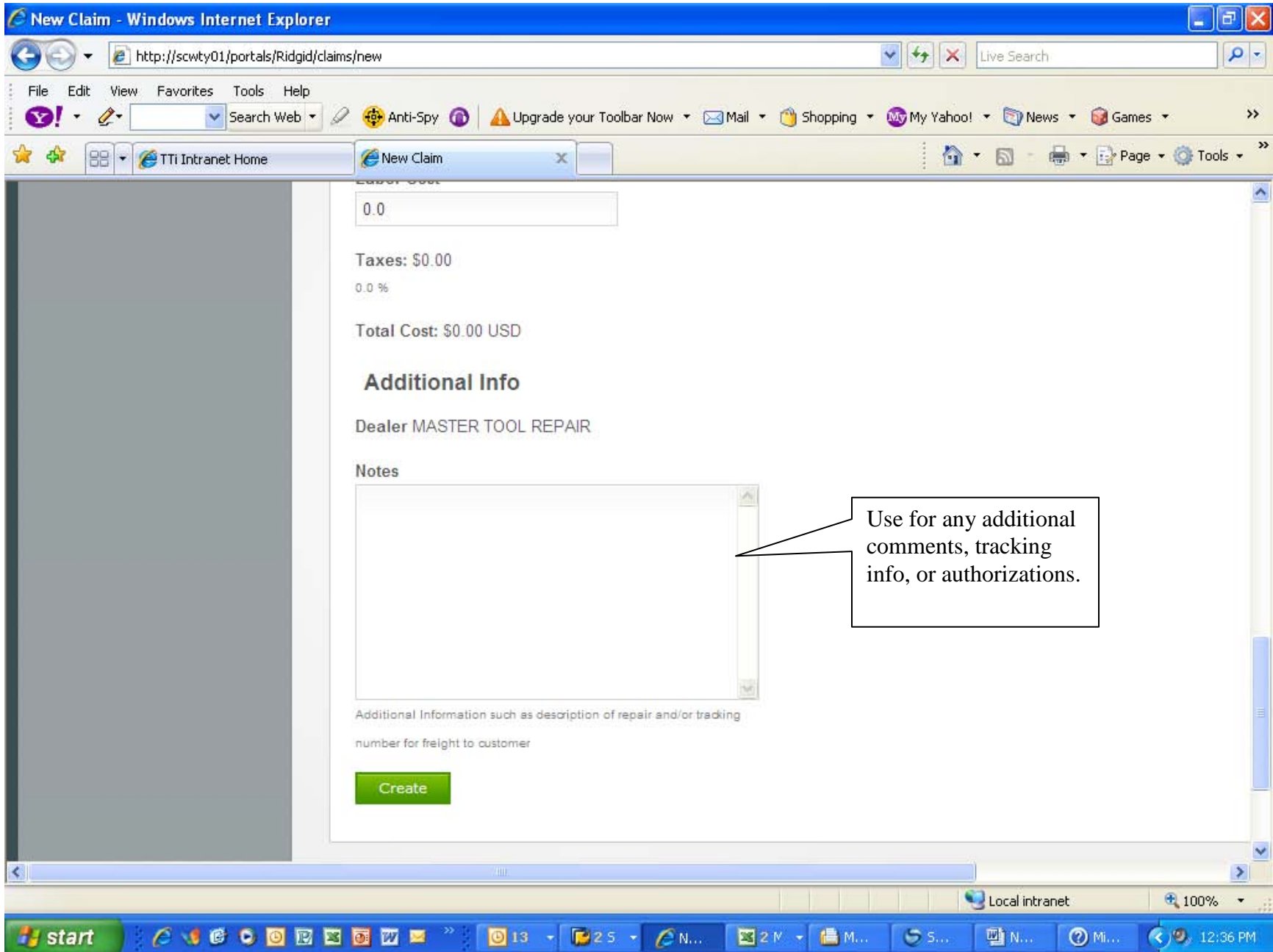
No part? – type LABOR for the part number

Part Number	Battery Date Code	Description	Price (USD)	Quar
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Local intranet 100%

start 13 25 N... 2 M M... S... N... Mi... 12:35 PM





0.0

Taxes: \$0.00
0.0 %

Total Cost: \$0.00 USD

Additional Info

Dealer MASTER TOOL REPAIR

Notes

Empty text area for notes.

Use for any additional comments, tracking info, or authorizations.

Additional Information such as description of repair and/or tracking number for freight to customer

Create

Search claim screen

The screenshot shows a Windows Internet Explorer browser window displaying a web application titled "Ridgid Claims". The address bar shows the URL: `http://scwty01/portals/Ridgid/claims?show_search=true#search`. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains various icons for search, anti-spy, and other utilities. The main content area is titled "Search for a Claim" and contains the following form fields:

- Claim Number**: A text input field with a callout box stating: "The system generates a claim number the day after the claim is entered by the service center."
- Service Center Claim Number**: A text input field with a callout box stating: "Search by service center claim number"
- Model Number**: A text input field
- Serial Number**: A text input field
- Status**: A dropdown menu
- Created On**: A text input field

A "Search" button is located at the bottom of the form. The browser's taskbar at the bottom shows the Start button, several open applications, and the system clock displaying 12:48 PM on 10/14/2005.

Questions concerning power tool warranty processing contact:

Patti Burriss 1-800-323-4615 EXT 3250

Questions concerning Homelite lawn and garden warranty processing contact:

Sandra Campbell 1-800-323-4615 EXT 5743

Any general questions concerning your service center account contact:

Jeff Cox 1-800-323-4615 EXT 6035