



Intercounty Dealers

Procedure for placing Weber warranty parts orders

- **Warranty parts order form**

- fill out completely - attached
 - your name & phone number
 - store name & complete address
 - Parts will ship to your store - we cannot ship parts directly to the consumer - if they would like, they can call 1-800-446-1071, have the serial number available - if under warranty, Weber will ship directly to them
 - serial number of the grill (2 letter & 7 digits) - Warranty Parts CANNOT be ordered unless we have a serial number
 - you can also list the model #/description of the grill in "special instructions"
 - part numbers & description
 - if ordering lids/doors - also list lid/door color
 - to look up parts go to
 - www.Weber.com
 - Parts & support
 - Schematics
 - Enter the serial number
 - Click on the grill description - a schematic will come up - this will help with finding the part number to ensure we order the correct parts for your customer
- All parts orders should be e-mailed to Weber@Lapineinc.com - this is an internal e-mail address for you the dealers to use. It is not for your customers to use.
- **If Customers/consumers need trouble shooting - please have them call Weber directly at 1-800-446-1071 - this line is open for consumers from 9 AM to 10 PM EST.**
- If a part is not under warranty - we will e-mail the order back to you stating no-warranty - We won't be able to place the parts order for you as you are not set up as a 'parts' dealer.