How to order Warranty parts

The parts order request form is used when you need to order parts from Nexus RV.

Whenever possible we ask for photos of the part needed to make it easier to identify.

Once the form is completed, the request form is emailed to your territory parts representative along with any photo needed. Territory emails: easternparts@nexusrv.com, centralparts@nexusrv.com or westernandcanadaparts.com. A map is attached for contact information.

You will receive an automated email reply when the request has been received. Parts are shipped via ground transportation. If you need parts expedited, please let us know.

Once your part/parts have been packaged and weighed and shipping cost applied, you will be emailed an invoice confirmation on all parts shipped. That Invoice will have to be paid within 30 days of receipt of part/parts Invoice. When an Invoice becomes past due it will be deducted from your warranty reimbursement checks. Your package is also identified by your PO #, vin #, SS # and customer’s name. It will have a packaging slip attached to the outside box or an Invoice if order is being shipped complete. Note you will still receive an invoice by email as well.

Warranty parts and shipping charges are reimbursed by adding them to your authorization. Parts are shipped via ground transportation for reimbursement. You will also have a 30% mark up added to your parts reimbursement on your authorization on Nexus RV purchased parts only for your handling of parts. Only regular ground transportation shipment cost is reimbursed unless it was approved by Nexus RV in writing.

 In the event a part is obsolete or backordered from our suppliers we will let you know and provide an ETA, however, please follow up with us, if you have not heard anything back within 7 business days. In these cases, you may be asked to source the part locally.

If you have any questions, please contact me.

Thank you,

Cindy Hathaway

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Director of Service & Parts

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