



Extend & Protect 5 Year Extended Warranty - Parts and Labor

Service Process

Step One - Contact

If a service issue with your Altus carts arises, please contact Altus right away. We have three ways to reach us, so choose whichever is easiest for you!

Contact Altus via phone, email, or online form:

- Phone: (616) 233-9530
- Email: service@altus-inc.com or sales@altus-inc.com
- Online form: <https://altus-inc.com/support/>

Step Two - Respond

Altus service representative will respond to request within two to four business hours. Our normal business hours are Monday-Friday (8:30am – 5:00pm EST)

- Altus will determine if the issue requires phone support, field visit and/or parts and labor.
- If necessary Altus will set appointment for field technician arrival within 72 hours of diagnosis.

Step Three - Schedule

We've got it from here! Once we understand the problem, we'll set an appointment and manage the repairs. We will reach back out to confirm appointment time and any additional information about location of parts/materials to make our visit as smooth as possible.

Step Four - Ship

If additional parts are necessary, Altus will ship to arrive onsite quickly (overnight where needed)

Step Five - Confirm

Altus will confirm previously scheduled appointment time with the customer

Step Six - Resolve

After repairs have been completed, Altus will reach back out to ensure that the visit met expectations and that the issue is fully resolved.

