



FIND YOUR DEALER United States Enter Zip

Product Support Warranty Claim Portal

LOG IN WITH AN EXISTING ACCOUNT
Username
Password
Log in

Unable to sign in or forgot password?

If you are an active Billy Goat dealer or distributor but do not have an existing account, please use the [Contact Us](#) form to contact a Billy Goat Customer Service representative.

If you have an existing account and forgot your password, please use the [Forgot Password](#) form to reset your password.

Log in using the user name and password you received from your distributor. These are case sensitive.



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Warranty Claim Dealer Portal Dashboard

WARRANTY CLAIM DEALER PORTAL

- DASHBOARD
- SUBMIT NEW CLAIM

Warranty Claim Portal



Create new claim

PENDING DENIED APPROVED SUBMITTED FOR CREDIT

Search By Claim ID Keyword Search

Date Submitted	Claim ID	Model No.	Serial No.	Dealer Name
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Select create new claim.



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HOME PRODUCTS FIND YOUR DEALER PRODUCT SUPPORT COMPANY INFO VIDEOS Search

Warranty Claim Dealer Portal > Submit New Claim

WARRANTY CLAIM DEALER PORTAL

- DASHBOARD
- SUBMIT NEW CLAIM

CLAIM INFO > PRODUCT INFO > OWNER INFO > FAILURE INFO > PARTS INFO > REVIEW

* Is the unit currently in dealer stock?

Yes
 No

Next

Select dealer stock or not and click next.



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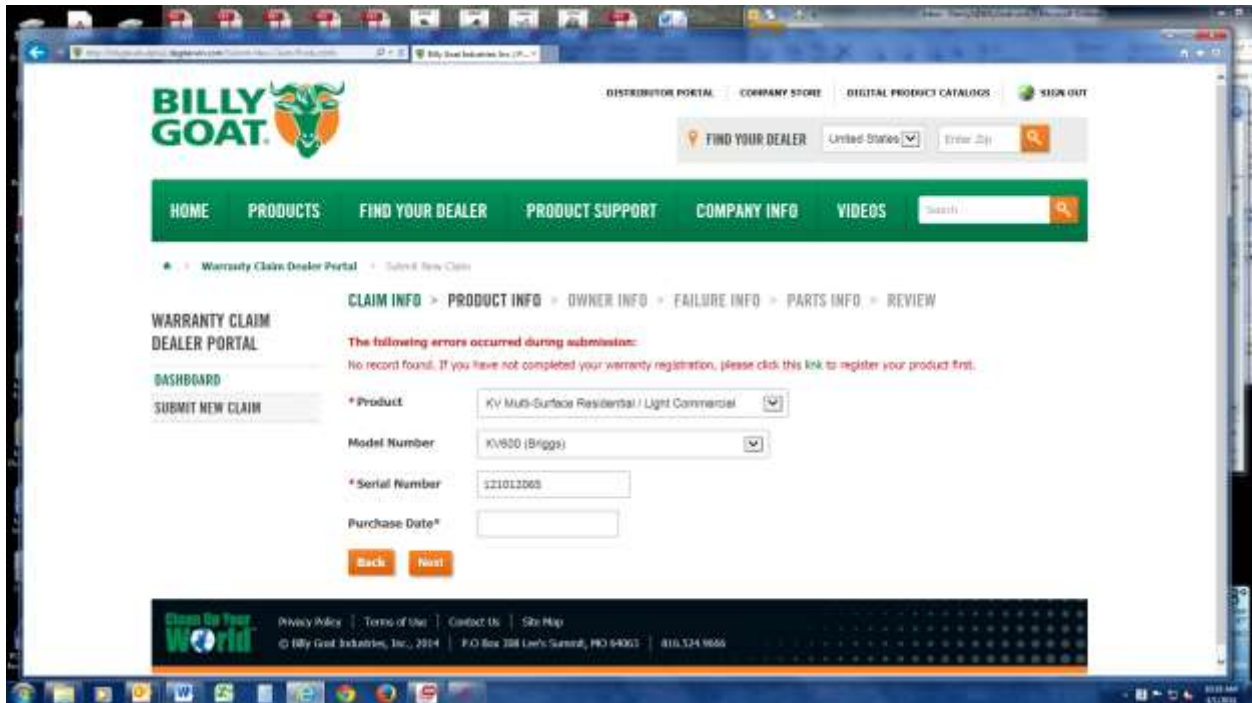
* Product AE400 Series 19" Mechanical

Model Number Select a model number...

* Serial Number 102103104

Back Next

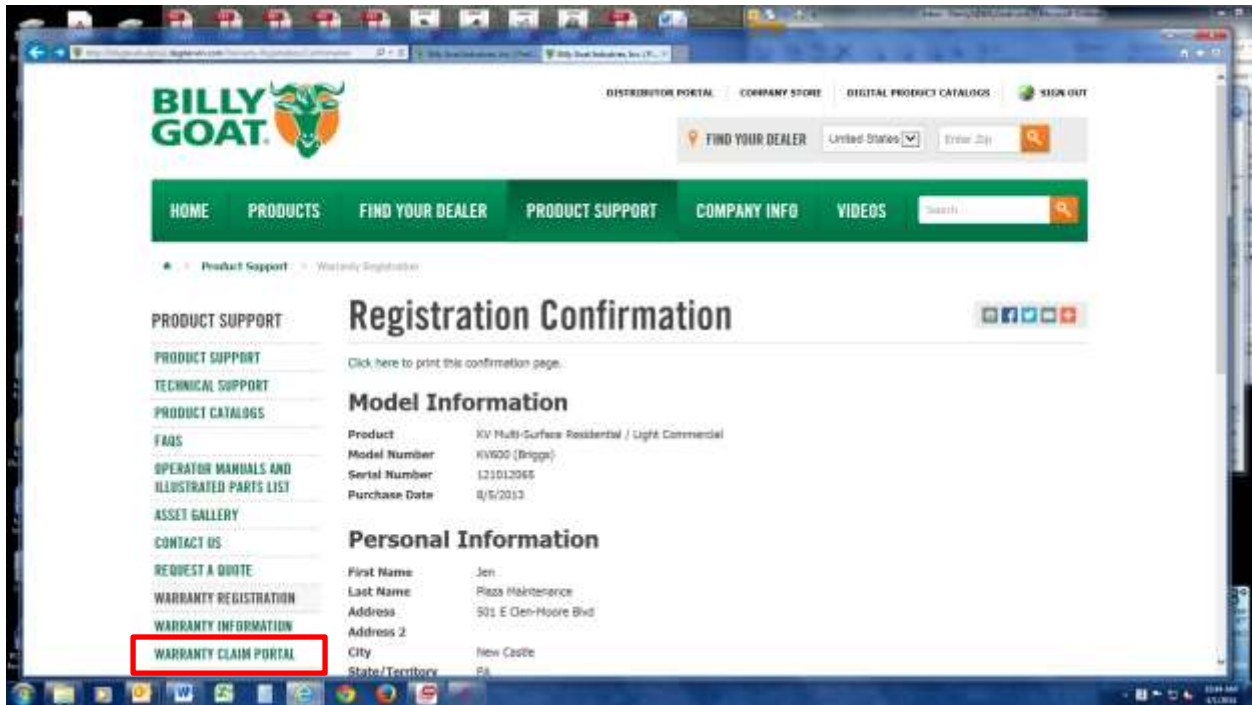
This is the screen you should see next. With the drop down select a product type and model number. Then enter the 9 digit serial number and click next.



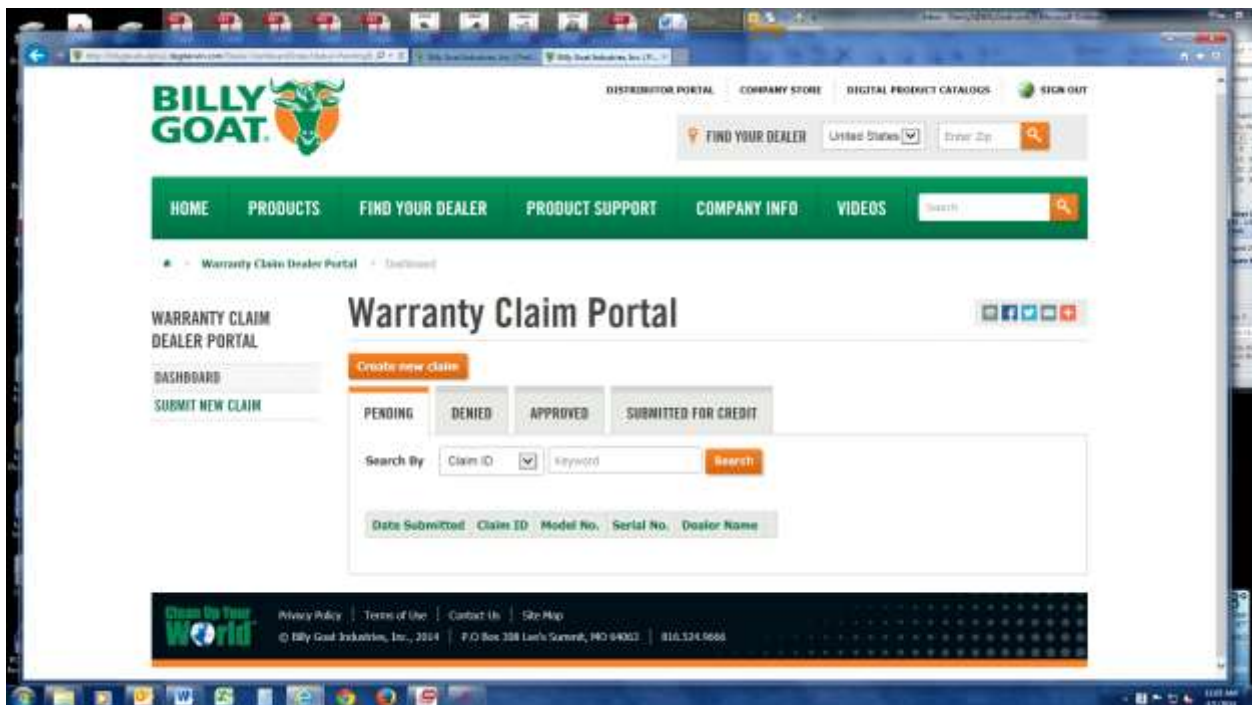
If the unit is not dealer stock and has not been registered you will see this screen. Click on the link to register the unit and it will take you to the warranty registration you see next.



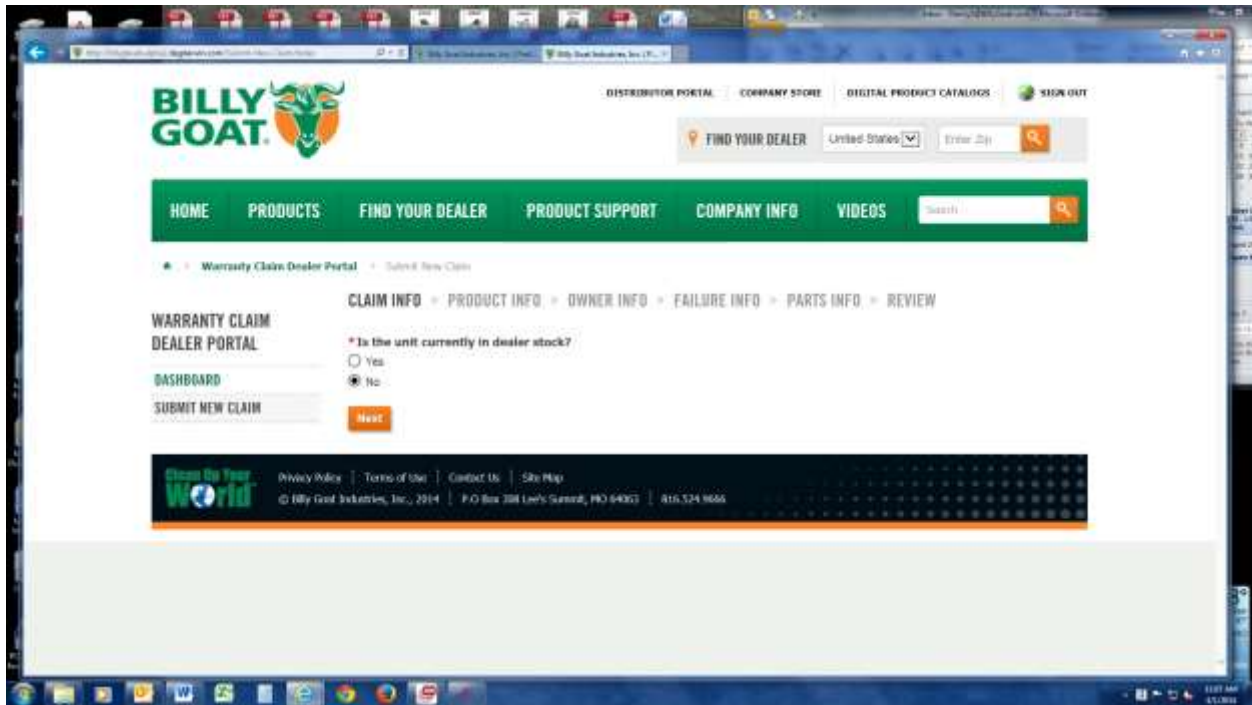
Complete the registration as instructed.



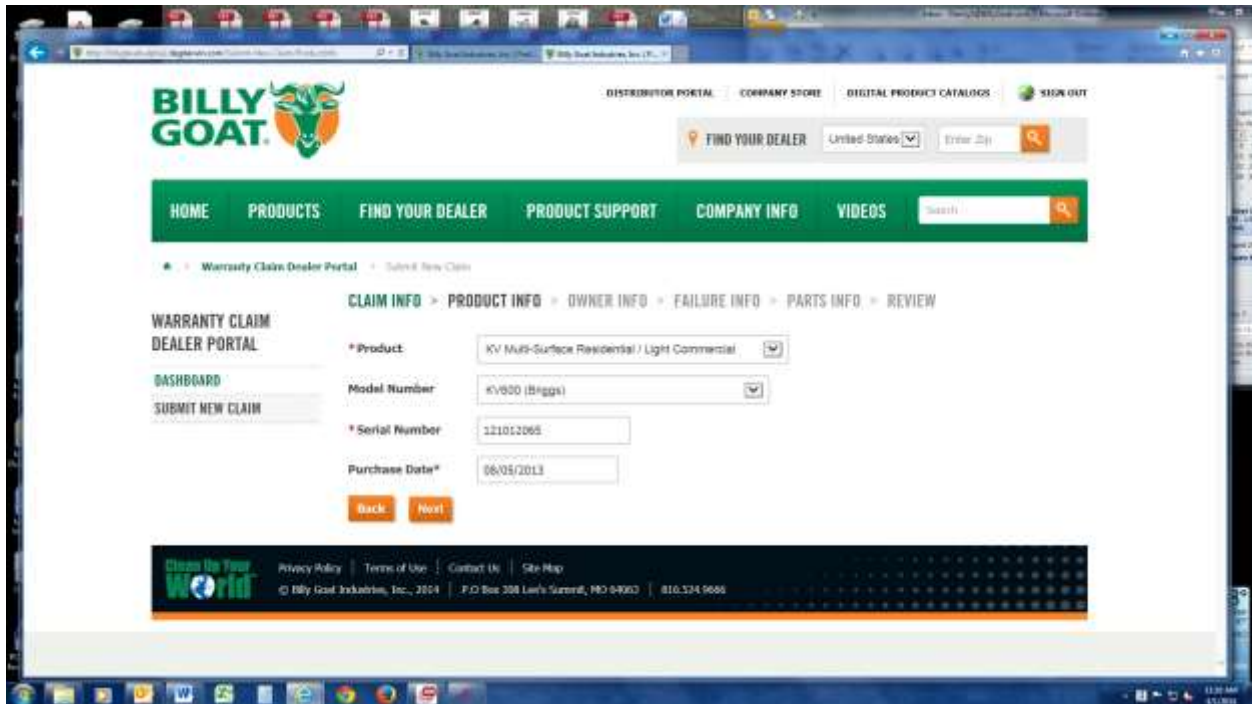
Once completed click on Warranty Claim Portal and it will take you back to the beginning to submit new claim.



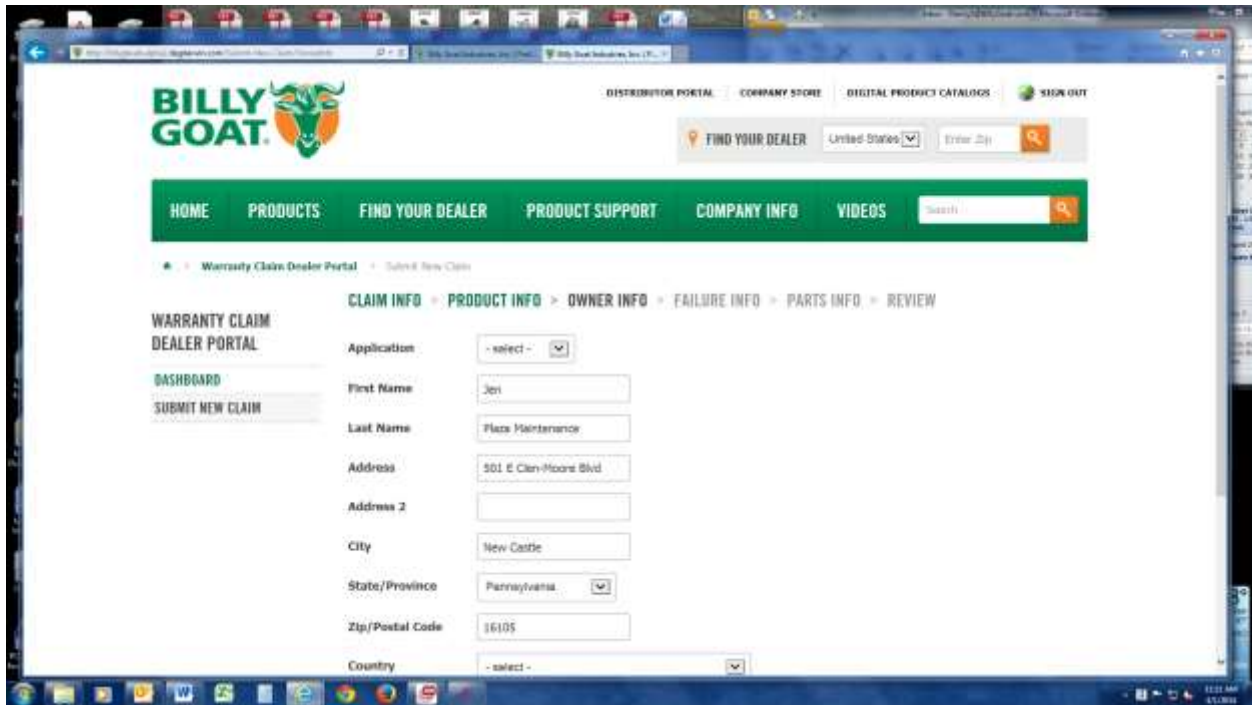
Once again select the create new claim button.



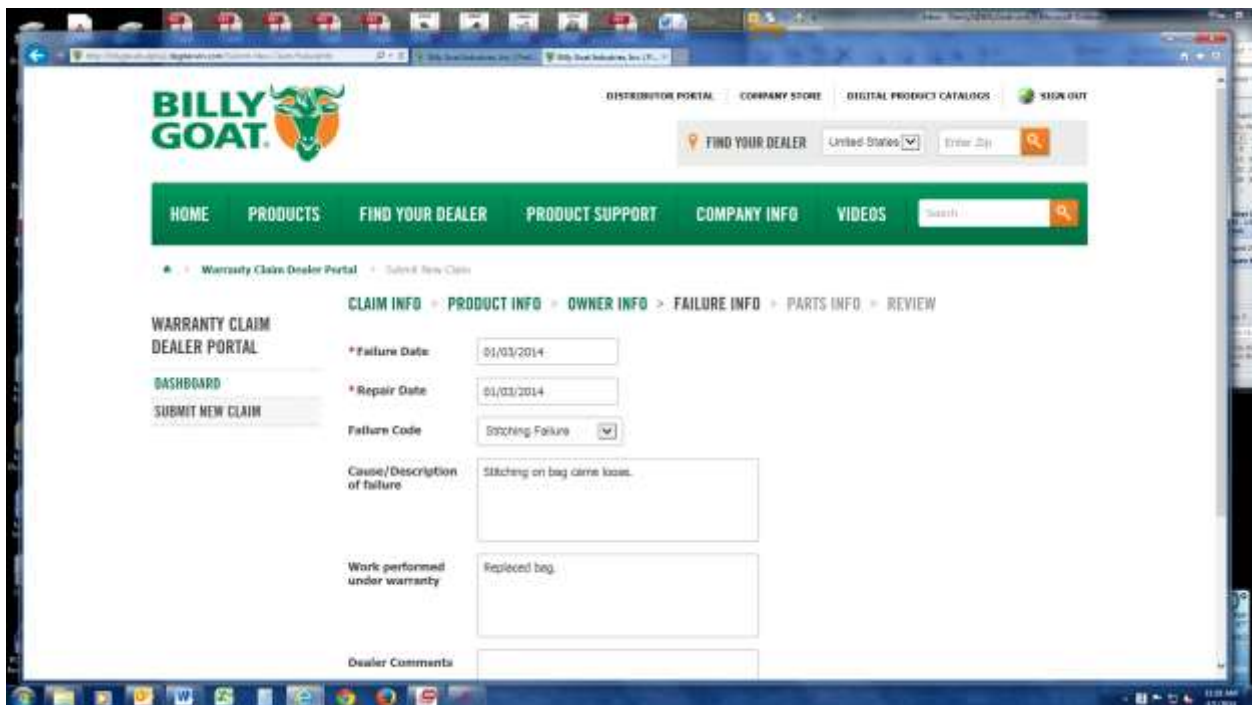
Select next.



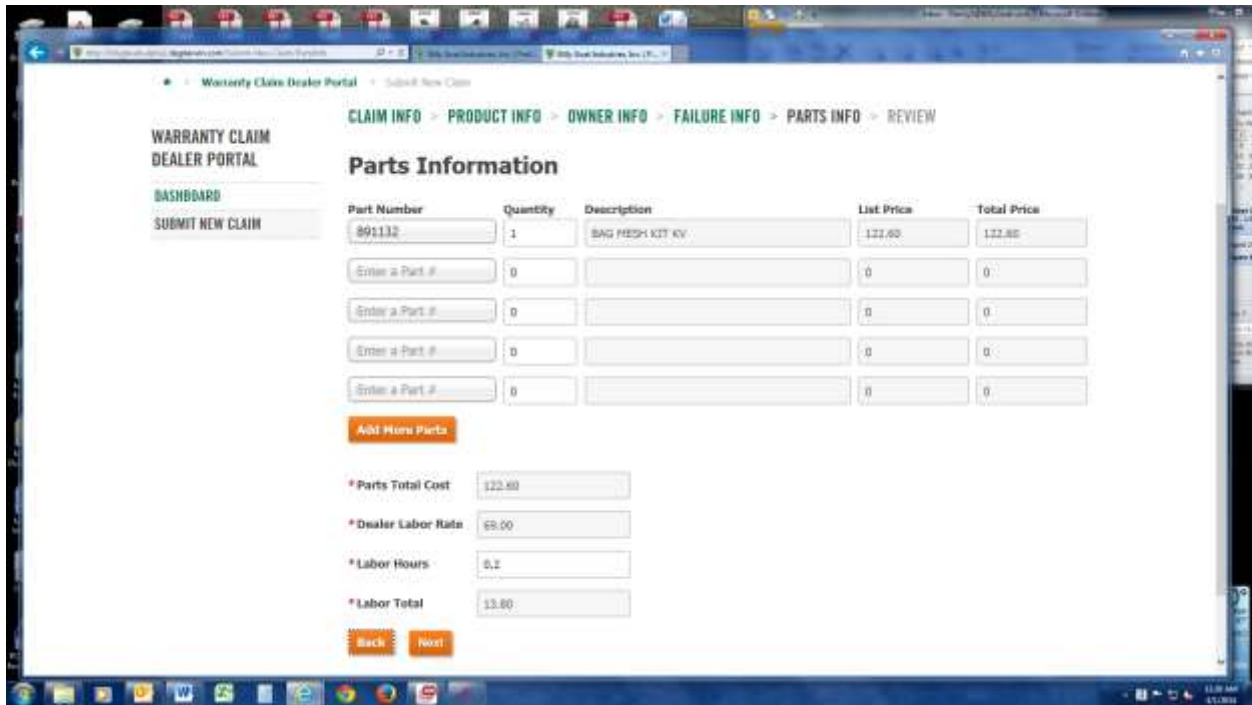
Enter the machine information again and select next.



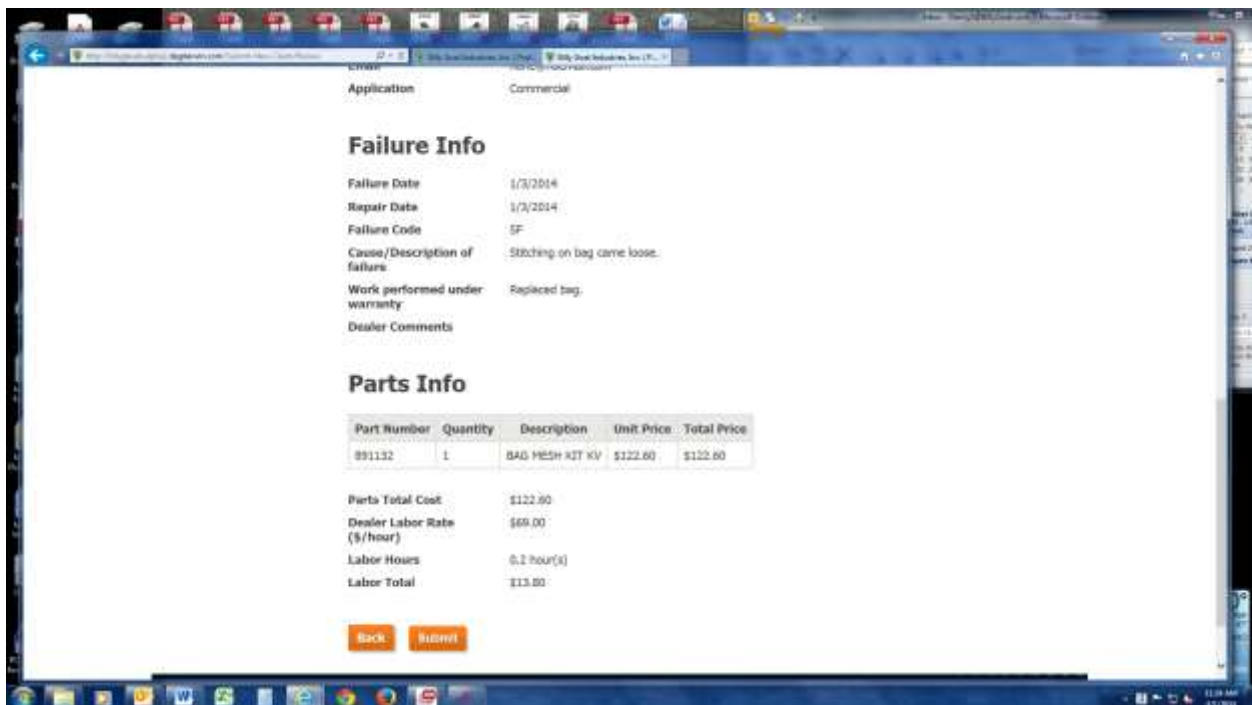
The registration information will show. Then select next. If any information is missing it will show up with the box outlined in red. Just complete if necessary and select next.



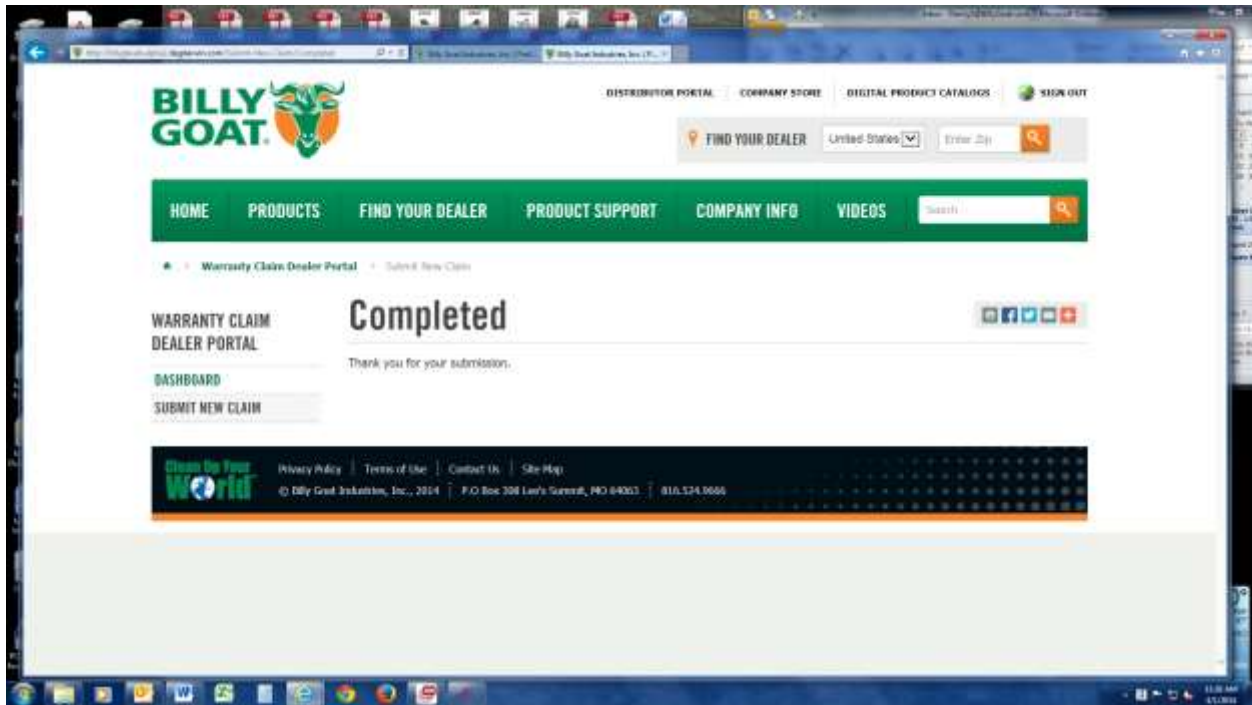
Complete the failure information and select next.



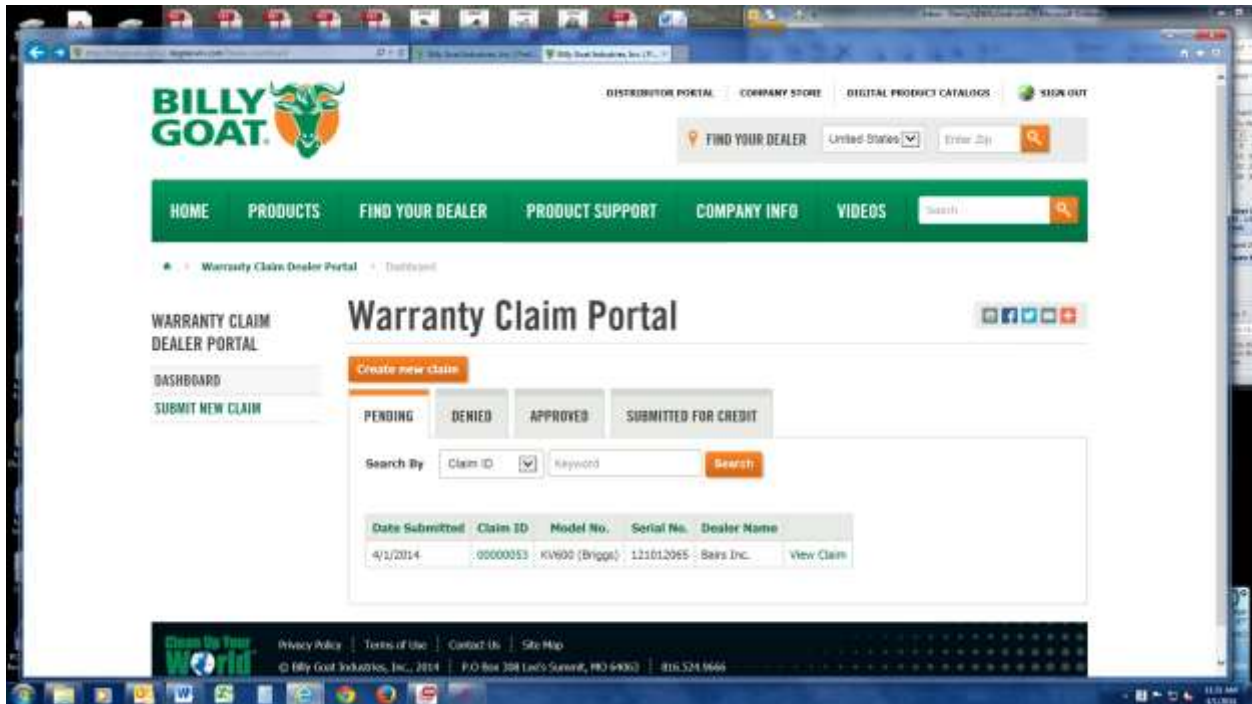
Enter part information. When entering a part number a dropdown will show. You must click on the number you need in the dropdown. Then add the quantity and the requested labor. Select next.



All of the claim information will show on this page. Review and if correct select submit.



Once submitted you should see this screen meaning you have successfully completed a claim.



The claim will appear on your dashboard.