



Industrial Warranty Claims Customer Process

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1 DESCRIPTION

A fundamental requirement for achieving the AutoX goal of superior performance on a continuing basis is the correct and consistent treatment of warranty claims.

2 PURPOSE

The purpose of the *“Industrial Warranty Claims Customer Process”* is to ensure that staff and customers know the correct procedure to follow for claims on Industrial Products and the correct forms and documents to use and provide with claims.

3 APPLICABLE DOCUMENTATION AND ROLE PLAYERS

Documents and reports

- Auto X Warranty Terms and Conditions (for the specific product)
- Original proof of purchase (Customer’s invoice from Dealer)
- Auto X Invoice (Dealer’s invoice from Auto X)
- Warranty Claim/Repair Request form (RMA form: Return Material Authorization)
- GRA form (Goods Receipt Acknowledgment)

Role players

- The Claimant
- Dealer
- Auto X Business Representative
- Warehouse Goods receiving agent
- Repair Technician

4 EXTERNAL PROCESS

4.1 CLAIMANT

1. The Claimant must lodge a potential warranty claim within 2 days of the Claimant becoming aware of the suspected defect in the product.
 - a) The Claimant must complete the Warranty claim form and submit that with a copy of the original invoice (proof of purchase) to the Dealer from which the product was purchased.
 - b) The Dealer will evaluate the completed Warranty claim form and copy of invoice for warranty validity period and potential for valid warranty claim. The Dealer will advise the Claimant if the product should be returned as a potential warranty claim or potential repair request.
2. For a potential warranty claim, the product must then be returned in its original packaging to the Dealer from which the original purchase was made, together with the completed RMA form and copy of invoice.

4.2 DEALER

1. The Dealer must inspect the product for the following potential warranty void observations, including but not limited to:
 - a) Not an AutoX product.
 - b) Outside of the product's warranty term.
 - c) Warranty seal broken and/or other signs of tampering.
 - d) Obvious signs of product abuse, product full of dust, water damage.
 - e) Burn marks, product smelling of burnt electronics.
 - f) Complete the RMA /claim form where incomplete.
2. The Dealer must inform the Claimant should there be potential warranty void conditions and that if the warranty claim is not accepted:
 - a) There will be a basic assessment fee and a quotation for repair if economical to repair;
 - b) If the Claimant does not accept the quotation, the Claimant must pay the basic assessment fee to collect the product, else Auto X will scrap and recycle the product;
 - c) In order for the Claimant to decide whether to proceed with returning the product for assessment and/or repair or not.
3. The Dealer must notify his/her AutoX Business Representative of the potential warranty claims for the AutoX Business Representative to inspect at the Dealer.

5 AUTO X BUSINESS REPRESENTATIVE

1. The AutoX Business Representative shall inspect the product, completed RMA form, copy of the customer invoice as well as a copy of the Dealer's Auto X invoice at the Dealer's premises to determine if it is a potential valid warranty claim or repair request.
2. If the Auto X Business Representative at his/her sole discretion at this point in time decides it is a potential valid warranty claim or repair request, the AutoX Business Representative shall:
 - a) Access I-Pad /Complete pre-numbered GRA book as follows :
 - Product details
 - Manufacturing date
 - Sales date
 - Customer Account number
 - Fault code / description
 - b) Complete GRA sticker as follows
 - GRA number
 - Rep code
 - Fault code / description
 - Date

- c) Stick GRA sticker on side of the faulty product.
 - d) Add the GRA ref. number to the completed RMA form.
 - e) Capture on I-Pad / Forward GRA to the CIC agent who will arrange for the product with its supporting documentation to be collected from the dealer or sent to the AutoX Test Lab for assessment, testing and quotation for repair if applicable, except if the Business Representative decides to collect the product in which case that must be recorded on the GRA form.
3. The Claimant may be offered a swop-out unit if available or a new unit at the respective price, should it be required. The serial number, date and customer details must be recorded as well as the GRA number.
 4. Should the warranty claim be accepted the Claimant may elect to keep the temporary unit, or return it in exchange for the original and the Claimant will be credited for the deposit paid.
 5. Should the warranty claim be rejected, the Claimant will be credited the difference between the assessment and repair cost and the swop-unit or new one's deposit paid.
 6. Once the initial assessment has been done by the Repair Technician, the Claimant will be informed by the AutoX Business Representative of the next steps to complete the warranty claim process or to proceed with a repair process. AutoX in its sole discretion will determine the validity of the warranty claim.