



**Created By:** R. van der Westhuizen

**Doc No:** TGS 016

**Approved By:** Johan Botes

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## WARRANTY PROCESS

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#### 1. **PURPOSE**

The purpose of this procedure is to highlight the responsibilities and activities of personnel in the warranty process.

#### 2. **SCOPE**

This procedure puts focus on steps taken to process warranty claims.

#### 3. **RESPONSIBILITY**

- 3.1 Managing Director
- 3.2 Head of Finance
- 3.3 Sales Manager
- 3.4 Logistics Coordinator
- 3.5 Logistics Facilitator
- 3.6 Technical Specialist
- 3.7 Receiving Clerk

#### 4. **REFERENCES**

Warranty Claim Form  
Warranty Policy

#### 5. **DEFINITIONS**

None



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### 6. PROCEDURE

The Logistics Coordinator and Logistics Facilitator shall be responsible for:

- Ensuring that this procedure is adhered to and for ensuring that all relevant paperwork have been checked, prepared and completed accordingly.
- Training the relevant parties on their duties and responsibilities.
- Completion of warranty process.

#### 6.1 PREPARATION OF WARRANTY CLAIM INFORMATION

Before the warranty claim is processed the Sales Team shall ensure that:

- All information with regards to the warranty claim has been obtained.
- The warranty claim form has been completed.
- All information with regards to the warranty claim has been submitted to the Logistics Facilitator and Logistics Coordinator.

#### 6.2 RECEIVING AND PROCESSING OF THE WARRANTY CLAIM

6.2.1 Parts returned for warranty to be received by the Receiving Team.

6.2.2 The returned stock shall conform to the required documentation before the stock is signed for.

6.2.3 The Receiving Clerk shall hand the parts over to the warranty department for the claim to be processed.

6.2.4 The Receiving Supervisor and Logistics Coordinator shall obtain all the necessary information to determine cause of failure. Cause of failure may be obtained by:

- Third party analyses.

6.2.5 Warranty information to be communicated to supplier in order for them to investigate and supply feedback by the Technical Specialists.

6.2.6 Once feedback has been received, the claim shall be closed. Feedback may include;

- Claim Rejected.
- Claim Accepted.
- Credit Note received.
- Resupply of parts (Replacement of defective parts).

6.2.7 Once the cause of failure has been established the Technical Specialists shall:

- Proceed with the credit, and communicate through to sales team.
- Withdraw remainder of stock on hand (if necessary) and quarantine by Logistic Coordinator.
- All parts of completed claims to be destroyed, preventing reuse. Logistic Coordinator keeping records.



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**WARRANTY PROCESS**

**7. RECORDS:**

Type of Record	Retention Period	Owner	Location	Method of Purging
Documents related to Policy	7 Years	A. Willemse	Logistics Department	Shredding

**8. ATTACHMENTS:**

None.

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