

Title	Cracked Screen						
Tool #	5610	Creator	David G.	Created/Update Date		T/N #	23-5610-004
Description: Customer Calls About Cracked Screen							

### Step 1 - Gather Tool Information

- What is the model of the tool you are calling about?
  - How did the tool receive a crack on the screen? Was the screen cracked upon opening the package?
- If the situation falls under warranty because the tool's screen was cracked upon opening the package (if the tool was purchased within a year and from an authorized Innova dealer), it is covered by a 1-year warranty.

### Step 2 - If Not Covered by Warranty

If the customer has caused the damage to the tool, the warranty is void. The customer will be responsible for the repair and shipping costs. (Please refer to the Repair/Replacement Price Chart).

### Step 3 - Gather Customer Information

- Collect Customer Basic Information using the CSR system to provide the customer with a return authorization number. The customer will receive an email with shipping information and the authorization number.

- First Last Name:
- Address:
- City:
- State:
- ZIP:
- Country:
- Email:

## Step 4 - Ending the Call

Inform the customer that repairs usually take about 7 business days once the tool is received at our warehouse. If the customer wishes to inquire about the repair status, they will need to call Innova Tech Support for updates on the repair status.

Please let me know if you need any further assistance or information.