

## For Warranty claims we must follow below said procedure & instructions.

- 1<sup>st</sup> Dealer service staff will check the claims.
- 2<sup>nd</sup> Them self-fill the claim details in warranty replacement request format, attaches with warranty card {they should fill all columns without miss}. & signed & seal is must.
- Claims should reach our FSC's or branches with in short period with prepare tags with claim materials.
- Once claims received, makita service engineer should check the claims thoroughly. {Like Sales date, repair date & received date, spare parts part no & in warranty card check, date of sales, Model & tools SL No}.
- After above said process complete, enter the data in warranty claim excel format. once again check details thoroughly.
- Rejected claims should enter in the format as red marked.
- Giving reason for rejection must be required and it's should be entered in rejection column.
- Everyone should keep CC their respective sales co-ordinator.
- Once get approve from HO, Should be follow up for billing & dispatches.



## INFORMATION TO ACP and ASC

- ACP & ASC's should send claims every month without fail {strictly everyone has to inform to ACP or ASC}.
- Everyone should inform to their dealers on which claims approved & which are not approved with proper rejection reason.

## Follows Ups

- Everyone should follow up & check FOC pending periodically, which are not cleared. this must be followed strictly until clears the Pending FOC's.
- Need send every month FOC pending list to concern dealers in your areas.
- Pending FOC list will be provided by HO.

## About Repeated Claim Data

- Repeated claim should not be allowed.
- For this need every one should maintain data sheet, from this sheet we can analysis the repeated claims.