

Retail Warranty Reimbursement Procedures

1. Read through email; letter or fax to determine if a warranty reimbursement is requested.
2. Determine if product is in warranty period.
 - If yes, continue with process by going to step 3
 - If no, send a response denying the claim based on unit being out of warranty period and then proceed to step 5, 13, 15, and 16
 - a. Give specific information as to reason for denial
 - b. Follow and refer to Dometic Warranty Statement policy and procedures
3. Determine if you have enough information to fill out reimbursement form completely.
 - If yes, continue with the process
 - If no, send a response to customer requesting the missing information or send the form and ask them to fill that out and return it.
4. Fill out reimbursement form with all required information
 - Model number of the finished good repaired or replaced
 - Serial number of the finished good repaired or replaced
 - Date of Purchase – proof of purchase should be obtained to verify this information
 - Date of Repair
 - Last 8 digits of the VIN # of the coach
 - Amount they want reimbursed
 - Letter stating why they did not follow the warranty policy
 - Receipts with details of all the amounts seeking reimbursement for. Receipts should show all required information.
 - a. Part price
 - b. Exact labor amount being charged; should include labor rate and time
 - c. Explanation of repair done
 - d. Any and all diagnostics used to determine defect
 - Name and Address of who and where check should be made to
5. Log on Customer Letters Log
 - Your name
 - Customer First Name
 - Customer last name
 - Date of first contact with customer regarding reimbursement
 - A note as to what is being done
 - Record log number in upper right corner of the form in the blank for the log number.
6. If form is missing any of the above ppwk or information contact the customer via email; phone or letter to request additional information.
 - If form is complete and ready for processing skip to step 9
 - If form is NOT complete and you are waiting on information from the customer go to step 6.
7. Put a note on the form as to what you are waiting on from the customer and the date you contacted them and what method in the notes section.
8. Place in the “waiting on information” folder in alphabetical order. (Usually easier to write the last name on the top of the page for quicker reference)
 - when all information is obtained continue with step 9
9. Fill out the amount requested and to be paid in the appropriate boxes for parts; labor and extras.

Retail Warranty Reimbursement Procedures *cont.*

10. Fill in the total amount approved
11. Put your initials in the Approved by blank
12. Put the date approved in the approved date blank
13. Scan all ppwk and form into retail drive under customer letters by last name
14. Give all back up ppwk to Warranty to process
 - All emails; letters; faxes; etc
 - All receipts
 - Reimbursement form completely filled out and signed
15. Close out retail letter log with date of final approval of claim and put a note as to what was done ie: approved or approved reduced or denied etc
16. File all emails in proper email folder in retail drive

***** ALL REIMBURSEMENTS THAT ARE TO HAVE MONEY PAID ON THEM MUST BE TURNED INTO THE CLAIM PAYMENTS TEAM WITH A REIMBURSEMENT FORM COMPLETELY FILLED OUT. IF THE FORM IS NOT SIGNED OR FILLED OUT CORRECTLY IT WILL BE RETURNED TO RETAIL DEPT.**

Check runs are done on Wednesday mornings and the last day of the month. Each week the reimbursement box should be emptied and all reimbursement looked at by end of day Monday. The ppwk for reimbursements that can be paid should be given to the claim payment team no later than Tuesday at 10 am.

All reimbursements should be looked at, responded to and completed out of the box within 1 week.