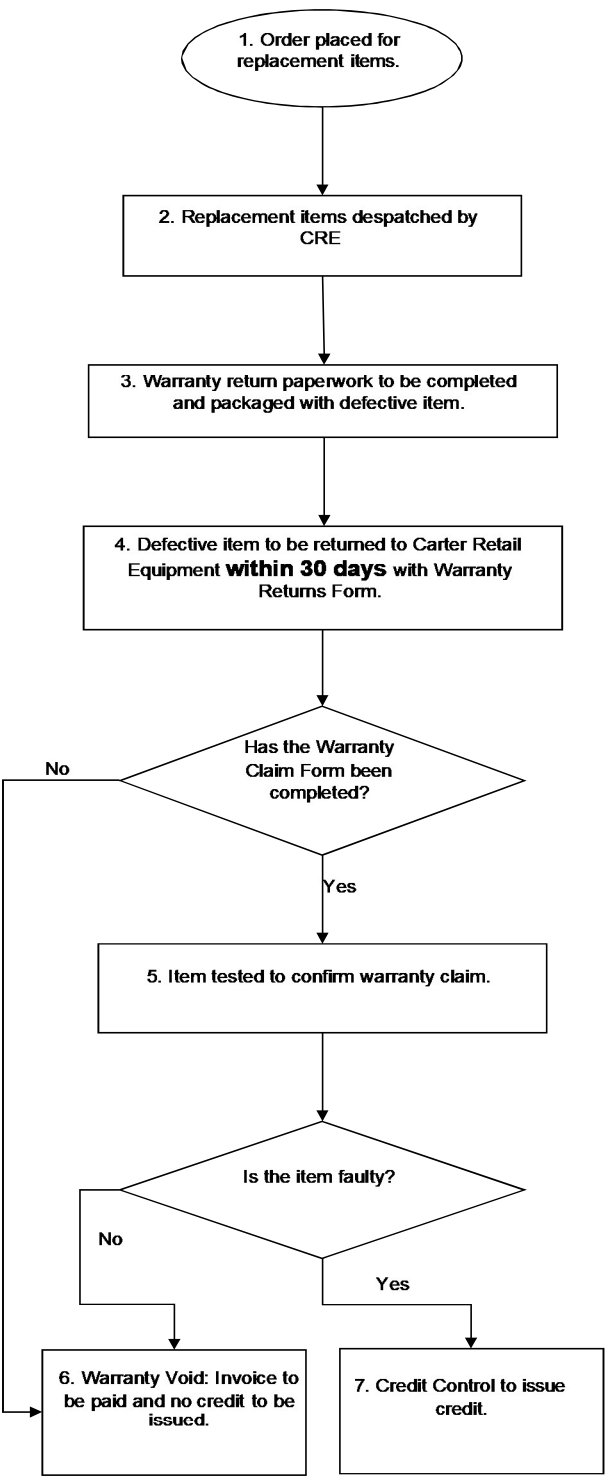
		<b>Process No:</b>		IMS 7.5-011		<b>Department:</b>		Quality			
						<b>Issue Level:</b>		02			
						<b>Date:</b>		4/5/2021			
<b>Page:</b>		1 of 1		<b>Owner:</b>		Ian McKenzie		<b>Approved By:</b>		Fiona Baxter	


  

## Warranty Process For Customers

**Objective:** To ensure all parties are aware of the current status of warranty items for all cabinets and installation projects.

**Responsibility:** It is the responsibility of the client to initiate the warranty process and elevate concern to the appropriate level, the Engineer assumes all responsibilities to assess any warranty claims to the relevant area and to ensure that all warranties are dispatched to the agreed supplier & schedule.

Process Flow Diagram	Documents / Responsibilities	Procedure
 <pre> graph TD     A([1. Order placed for replacement items.]) --&gt; B[2. Replacement items despatched by CRE]     B --&gt; C[3. Warranty return paperwork to be completed and packaged with defective item.]     C --&gt; D[4. Defective item to be returned to Carter Retail Equipment within 30 days with Warranty Returns Form.]     D --&gt; E{Has the Warranty Claim Form been completed?}     E -- No --&gt; F[6. Warranty Void: Invoice to be paid and no credit to be issued.]     E -- Yes --&gt; G[5. Item tested to confirm warranty claim.]     G --&gt; H{Is the item faulty?}     H -- No --&gt; F     H -- Yes --&gt; I[7. Credit Control to issue credit.]           </pre>	1. Customer/ Customer Account Support	Order to be placed for replacement items as per CRE Quotation.
	2. Carter Retail Equipment	Replacement items to be dispatched by CRE as soon as possible (approximate lead times specified on quotation).
	3. Customer IMS7.4-008 Warranty Claim Form	Warranty Claim Form to be fully completed and returned with the defective item.
	4. Customer	Defective item to be returned <b>within 30 days</b> to the appropriate address (please see options below)
	5. Quality Department	Quality to test/arrange test of defective item and confirm warranty claim.
	6. Credit Control/Customer	A warranty will be void in the following circumstances if: 1) The faulty item is not returned within 30 days. 2) Warranty return form is not completed in full. 3) The item is not faulty.
	7. Credit Control	Credit to be issued to customer.
	RETURN ADDRESS OPTIONS:	
	For UK & Europe only	FAO: Quality Department Carter Retail Equipment Ltd 90 Leaford Road Kitts Green Birmingham B33 9TX (UK)
	For North America only	FAO: Warranty Returns SBS, FAO Carter Group International 1700 Wynne Ave St. Paul MN 55108 USA
For Australasia only	Melbourne Refrigeration Services ABN 48 868 720 084 5/9 Jersey Road Bayswater VIC 3153 (Australia)	

				<b>Department:</b>	Quality
		<b>Document No:</b>	IMS 7.5-008	<b>Issue Level:</b>	3
				<b>Date:</b>	23/05/2018
	<b>Page:</b> 1 of 1	<b>Owner:</b>	Ian McKenzie	<b>Approved By:</b>	Michael Hall
<b>Warranty Claim Form</b>					
<b>Objective:</b> To ensure that all parts returned to Carter Retail Equipment have the necessary documentation to effectively process the warranty request.					
<b>Name of the Claimant Company:</b>				<b>Date of Claim:</b>	
<b>Name of the Claimant:</b>				<b>Claimant contact detail:</b>	
<b>Claimant's Job Title:</b>				<b>Retailer:</b>	
<b>Store # &amp; Location:</b>				<b>CRE Job Number:</b>	
<b>Display Cabinet Description:</b>				<b>Cabinet Serial Number:</b>	
<b>Component Description:</b>				<b>Item Quantity:</b>	
<b>Order Number For Replacement Part:</b>					
<b>Description of Fault:</b>					
<b>Terms of Agreement:</b> To ensure that Carter Retail Equipment Ltd. can correctly process warranty claims on components, this form must be completed on all parts and returned with items under claim of 1st year parts only warranty. All items being returned under warranty claim must be received by CRE within 30 days of the date of claim shown above. Any items returned after this date will invalidate the claim and the claimant/company is responsible for 100% of the cost of all replacement parts and shipping.					
<b>Note: This form can be used for Internal &amp; External Warranty Claims.</b>					
<b>1.0 Warranty Period:</b> All refrigerated equipment installed on site will be subject to 12 months warranty covering all parts from agreed date of handover.					
<b>2.0 Extent of Warranty</b> CRE warranty covers all parts for the period of 12 months, unless other arrangements have been agreed. Labor and any associated cost for the fitting of replacement components is not covered. CRE Ltd & Carter Group International Inc. accepts no claim for any and all loss due to component failure.					
<b>3.0 Component Failure During Installation / Commissioning</b> Failure of components prior to agreed handover date should be reported to CRE contracts department through the Warranty or Customer Complaints Process. Replacement components shall be supplied & fitted by CRE Ltd					
<b>4.0 Component Failure Post Handover</b> Replacement components for items failing post handover should be ordered from <a href="mailto:spares@cre-ltd.co.uk">spares@cre-ltd.co.uk</a> . At time of order placement it must be highlighted that component is a warranty issue by use of this form. Failed components should be returned to the appropriate address (see below) for assessment and / or the return to manufacturer within the 30 day window. Upon result of assessment, the warranty claim shall be accepted or rejected and the claimant informed. If the claim is rejected an additional charge to the customer will be processed for any work carried out. If the claim is accepted, credit against the purchased replacement component shall be issued.					
<b>Please note the following conditions must apply if this warranty claim is to be analyzed.</b>  All above boxes must be completed in full giving a clear description of component failure. This form applies to only identical components being returned under a warranty claim. For each component being returned a separate form must be completed. Items being returned for warranty claim must have this form attached and be packaged suitable to avoid potential transit damage.					
<b>All goods being returned for warranty claim must be sent to one of the following addresses:-</b>					
<b>UK &amp; Europe only</b>		<b>North America only</b>		<b>Australasia only</b>	
FAO Quality Department Carter Retail Equipment Ltd 90 Leaford Road Kitts Green Birmingham B33 9TX (UK)		FAO Warranty Returns SBS, St Paul SBS Group of Companies 1700 Wynne Ave St. Paul MN 55108 USA		Melbourne Refrigeration Services ABN 48 868 720 084 5/9 Jersey Road Bayswater VIC 3153 (Australia)	
<b>Print Name:</b>			<b>Signature:</b>		