



Customer Services Bulletin

TB-C-0060 & TB-M-0048

14/10/2020



Re: Warranty Claims – Faulty part inspection period.

Dear Colleague,

In order to continue to provide you and your customers with the highest possible levels of service we ask that you adhere to the following procedure.

It is a requirement that the original faulty component is kept for ten days by the Retailer/Service Centre for inspection by the manufacturer once a warranty claim has been completed by you on the BOBAS system. If the part in question is not made available for the duration of this period the cost of its replacement will be charged to the Retailer account.

If you have not been contacted by the supplier to request the collection of the component at the end of the 10 day period following the completion of the claim, please dispose as necessary.

Best regards

Chantelle Kimmins
Customer Service Manager