



Customer Services Bulletin  
03/12/2020



### **Re: Procedure for placing warranty claims with missing parts numbers**

Dear Colleague,

Following feedback from the Retailer Network I felt it would be useful to clarify our procedure for placing warranty claims when there are part numbers missing.

In the first instance, if you cannot find the part number you need to complete a warranty claim please contact the PRIMA Leisure Customer Services Team on [info@primaleisure.com](mailto:info@primaleisure.com) using Part Number Request as the subject header and they will look to provide you with the information you need.

If, particularly in the case of a newly introduced product range, the part number for an item is not yet available you will be advised accordingly by the PRIMA Leisure Team. They will then create an ID for the new part on the BOBAS computer system and notify you of the number. Typically this process will take approximately five days to complete.

However to avoid any delay in submitting a claim whilst awaiting a part number you are now able to do so by including details of the part or parts in question in the notes section of the claim screen. The claim will need to be accompanied by the original part number request you sent to PRIMA.

The claim will then be reviewed by the warranty team and remain as 'Pending' until the part numbers have been received and the claim can be actioned. There will be no further subsequent action required by yourselves as we will liaise with PRIMA Leisure to get all outstanding new part numbers created.

If there are no other existing part numbers to include within your claim, please use 'Warranty Hours Only' code 9900000 to submit your claim.

Should you experience any on-going issues or need to discuss a warranty claim, please can we ask you to direct these enquiries to your Warranty Support Team.

These teams have been aligned with your Business Development Managers and are allocated as follows:

**Ben Pointon – BDM Caravans (North)**

Warranty Support Team – Bob Swain & Marianne Larne  
[warrantynorth@baileyofbristol.co.uk](mailto:warrantynorth@baileyofbristol.co.uk)  
0117 966 5967

**Simon Hyde – BDM Caravans (South)**

Warranty Support Team – Ian Turner & Ludek Selepa  
[warrantysouth@baileyofbristol.co.uk](mailto:warrantysouth@baileyofbristol.co.uk)  
0117 966 5967

**Alan Freeman – BDM Motorhomes**

Warranty Support Team – Darryl Wandless & Danny Ford  
[warrantymotorhomes@baileyofbristol.co.uk](mailto:warrantymotorhomes@baileyofbristol.co.uk)  
0117 966 5967

Thank you in advance for your continued support,

Kind Regards

Chantelle Kimmins  
Customer Service Manager