



Updates to Warranty Policy

Dear Colleague,

During the lockdown period we have continued with our review of our current warranty policy and as a result will be implementing further key changes during the next few months in order that we can improve the service we provide you and your customers.

A change will also be introduced with respect to invoicing for warranty work that has been authorised to ensure timely closure.

Warranty Claim Prioritisation

Provision has now been made to give Retailers the option to request the prioritisation of certain warranty claims. To facilitate this process we have added two additional buttons to the warranty claim screen which, where appropriate, will allow Retailers to identify the following types of claim prior to submission:

- **120-Hour Claims** – claims arising from the initial inspection of a vehicle as delivered from the factory

- **PDI Claims** – claims arising from the pre-dispatch inspection of a vehicle prior to handover to the customer

Both claim types will now be treated as priority cases (by both the Bailey Customer Services Team and PRIMA Leisure) and will be administered as such. This will not only enhance the level of service provision but also give us a greater understanding of our warranty cost breakdown.

In addition the BOBAS system will now automatically identify any claims on vehicles which are less than **30-Days** after the original registration date. Again these claims will also be treated as priority cases. In order for this filter to work effectively this will require the prompt registration of new vehicles by the Retailer Network, therefore please ensure that these are kept as up to date as possible.

Warranty Invoicing

In future, confirmation of the completion of approved warranty work must be made within six months of the original claim approval date. The BOBAS warranty self-billing payment system has now been upgraded to only accept confirmations within that period. This is intended to give sufficient flexibility to both the Retailer and end customer with respect to the booking in and completion of work, whilst also ensuring effective financial control.

Should you have any queries on either of the two developments above please contact us customerservices@baileyofbristol.co.uk

Best regards

Dave Evans
Head of Customer Services