

SALESTEAM WARRANTY STEPS

Brad 16/07/2024

[LINK TO GUIDE FOR SALES TO SEND FORM TO CUSTOMER](#)

[LINK TO FORM TO CUSTOMERS](#)

[LINK TO RESULTS](#)

[LINK TO CS GUIDE NEW FORM RECEIVED](#)

[LINK TO CS GUIDE TO CLOSE WARRANTY](#)

[LINK TO CS GUIDE FRIDAY WARRANTY CHECK](#)

[LINK TO SALES GUIDE](#)

[LINK TO SALES MANAGER GUIDE](#)

OVERVIEW

Want to be APOLOGETIC when a customer calls about a warranty "Yes we are sorry this has happened to you"

But we also do not want to just hand out money to fix the issues

Need to be smart and clear with our instructions

We don't like dealing with warranties but they need to be done

NEED TO ALWAYS KEEP JJs REPUTATION IN MIND WHEN HANDLING WARRANTY CLAIMS

STEPS

Step 1

WHAT STAGE OF WARRANTY ARE YOU ON

Sales team members to check what warranty stage you are on

See LINK below on what stage currently you are on.

[STAGE OF TRAINING- THIS SHOWS WHAT STAGES SALES STAFF ARE CURRENTLY AT](#)

This will be what stage you do as per below steps

STAGE TABLE & GUIDES

STAGE	GUIDE	UPDATED
STAGE 1	LINK TO GUIDE	16/07/24
STAGE 2	LINK TO GUIDE	16/07/24
STAGE 3	LINK TO GUIDE	16/07/24
STAGE 4	LINK TO GUIDE	16/07/24
STAGE BROKERED	LINK TO GUIDE	

Step 2A

IS THE PERSON CLAIMING WARRANTY THE CUSTOMER ON THE INVOICE?

Warranty is not transferable

As per our warranty terms and conditions <https://www.jjautoparts.com.au/warranty/>

"Warranty stays with the original purchaser on the tax invoice and cannot be transferred to another owner/customer"

If person claiming warranty is not the original purchaser ref to your manager

Do not proceed with warranty claim

Step 2B

IS THE ISSUE COVERED UNDER WARRANTY?

NOTE - what is not considered a warranty

This is not for wrong type supplied, damaged in freight or damaged in the original accident or looks to be more damaged than described

NOTE - what is considered a warranty

It is for mechanical failure or damaged in dismantling

Warranty doc It is for situation where we had to pay money for engine/trans issue

If a customer calls relating that they have a warranty, the first step is to see if the claim they are having is warrantable or not covered under our warranty.

You need to check the general part guidelines for that part, do we cover that part under warranty

If customer calls about an engine they bought the O2 sensors are no good, as per our guides we do not cover O2 sensors sorry it is part of the accessories and not covered under warranty

[LINK TO GENERAL PART GUIDELINES](#)

If Customer calls about a part being damaged before install this means it is a damaged part not a warranty claim -

[LINK TO GUIDE FOR DAMAGED PART](#)

This now saves time going back and forth with customer getting all the questions answered

Step 3

IS THE PART STILL IN WARRANTY?

If a customer calls relating that they have a warranty, the second step is you should confirm it is still in warranty or not.

IF IT IS OUT OF WARRANTY - Be clear this part is out of warranty and is expired.

Depending on the customer is what you do on the next action, if they become aggressive or angry take a message and email the sales manager with your suggestion on what to do

What are the facts

What is your answer

IF IT IS STILL IN WARRANTY - Proceed with this guide below

Step 4

ADD NOTE TO ORDER HISTORY NOTES

Sales to add notes to order history notes what has been discussed and next action so far

If more than 3 lines add a working doc

Step 5

STEP 5A

SEND VEHICLE TO JJs PREFERRED MECHANIC

[LINK TO GUIDE TO SEND VEHICLE TO PREFERRED MECHANIC](#)

STEP 5B

SEND GOOGLE FORM TO CUSTOMER

[LINK TO GUIDE TO SEND WARRANTY GOOGLE FORM](#)

Step 6

GOOGLE FORM RECEIVED BACK FROM CUSTOMER

You will receive an email from CS@ with the warranty form completed and link to a working doc

Sales are now to look after the warranty claim

Insert it into your [ELECTRONIC DAY SHEET](#) and action

Step 7

CORRECT DIAGNOSIS

Do not always believe the customer has done the correct diagnosis or costings on parts

Do not always just send a replacement

Get a second opinion on diagnosis or costings on parts

If it is a dealership or regular spending customer we almost always believe them

Step 8

CAPRICORN TIMES

[LINK TO GUIDE](#)

Do not always believe the customer is charging us the correct amount of hours

JJs only pay as per times guide

Step 9

DO WE GET THE FIRST ONE BACK?

This is difficult and is not just yes or no

If our warranty specialists has said to get it back they can fix it then we always get it back

Things to consider

- If a customer picked up from JJs then yes always inform them to bring it back before the replacement can be given or pick it up same time as delivery
- If a customer is outside of NSW what are we going to do with it when it comes back?
- If a customer is inside sydney metro and we sent on sampetro or citylink, we almost always get it back to make sure we are not scammed or fraudulent claim
- If it is low value item below \$1000 unlikely going to be able to repair it and resell it
- If it is high value item above \$1000 we almost always get it back to repair it and resell it
- Do we have a core charge on the item this means it is worth money even though it is no good so we would get it back depending on freight charges
- If customer is private we almost always get it back unless above outweighs this
- If customer is re occurring but no core charge then we wouldn't get it back
- If customer is a wholesaler we almost always get them to send it back

ONCE YOU HAVE AN ANSWER YOU MUST ADD NOTE TO THE WORKING DOC

“ONCE BACK SEND FOR REPAIRS”

“ONCE BACK SELL FOR CORE”

“ONCE BACK CHECK WITH (MANAGERS NAME) WHAT TO DO - TOLD (MANAGERS NAME) ETC”

IF WE ARE GETTING IT BACK TO THROW AWAY WE WOULDN'T GET IT BACK

ETC

WHATEVER WE ARE DOING WITH THE RETURNED FAULTY ITEM YOU ADD TO WORKING DOC

IF THE CUSTOMER IS OUTSIDE SAMPEDRO/SYDNEY AREA?

You can ask the preferred mechanical contacts with the diagnosis you have from customer

Ring them and ask them does this sound correct? If the car was there what would you do?

We just make sure we have all the correct diagnosis in writing.

Step 10

WHO WHAT WHEN NEXT ACTION - WHAT TO DO WITH EMAIL/TRIGGER

Sales team to advise on warranty working doc who what when next action

As per google working docs this is a must for the last line

Add warranty working doc to your [ELECTRONIC DAY SHEET](#)

IF CUSTOMER HANDS AND NO ACTIONS FROM JJs

Put into the correct box on the [ELECTRONIC DAY SHEET](#) for this so everyone is aware we are not following up

IF JJs TO ACTION

You need to keep this in sales to sort on [ELECTRONIC DAY SHEET](#)

Needs to clearly say when you are next following up on this

IF MANAGER HANDLING WARRANTY

You need to keep this in warranty manager tab on [ELECTRONIC DAY SHEET](#)

Step 11

CLOSING WARRANTY

Sales team to send completed warranty for closing to warranty manager via email

It should say OK TO PAY INVOICE as per the agreed amount

If it is not the agreed amount the invoice needs to be amended by customer or inform warranty manager it needs to be short paid

le only pay \$*** this amount only