

# WARRANTY - SALES TEAM WARRANTY STEPS - GUIDE FOR HANDLING WARRANTY (Not Selling Warranty )

BRAD UPDATED 27/02/2025 - TRAINUAL  
<https://app.trainual.com/933a3074-e977-45b9-b850-84bd5747aae3/steps/19409242/consume>

## 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	<a href="#">LINK TO GUIDE</a>	16/07/24
STAGE 2	<a href="#">LINK TO GUIDE</a>	16/07/24
STAGE 3	<a href="#">LINK TO GUIDE</a>	16/07/24
STAGE 4	<a href="#">LINK TO GUIDE</a>	16/07/24
STAGE BROKERED	<a href="#">LINK TO GUIDE</a>	

### 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/>

*EXAMPLE - “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 then 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 also check the sales tips and scripts, 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

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## **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

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## **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

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## **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](#)

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## **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

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## STEP 7

### CORRECT DIAGNOSIS & CHECK PART TYPE TIPS AND SCRIPTS

**Don't assume** the customer has correctly diagnosed the issue or calculated part costs — double-check with our preferred installers.

**Avoid automatically sending a replacement part** — confirm the fault and make sure it's truly a part issue, not a misdiagnosis or something else faulty.

**Seek a second opinion** on diagnosis or part costs if something feels off.

#### Exceptions:

- If the customer is a **VIP** or a **preferred installer**, we generally trust their diagnosis and quotes without extra scrutiny.

**Check the Sales Tips and scripts** for this part inside the [LINK TO GENERAL PART GUIDELINES](#)

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## 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

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## STEP 9

### DO WE GET THE FIRST ONE BACK?

This is difficult and is not just yes or no

If our preferred mechanics has said to get it back they can fix it then we always get it back

ONLY IF our specialists mechanics said it can be repaired and does not outweigh the costs of goods sold and freight

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 cannot be returned
- 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 or we can repair it or use it for parts
- If it is low value item below \$1000 unlikely going to be able to repair it and resell it so you would CCC TO CREDIT it
- If it is high value item above \$1000 we almost always get it back to repair it or use for parts
- If customer is private we almost always get it back unless freight to get it back outweighs this
- If customer is a wholesaler/CHAT we almost always get them to send it back

### DECISION TREE BELOW TO HELP

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① Did our preferred mechanic say it can be repaired?

→ Yes → ☒ Get it back

→ No → Go to next question

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2 Is the item over \$1,000 in value?

→ Yes → ☒ Get it back (usually worth repairing or using for parts)

→ No → Go to next question

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3 Did the customer pick up from JJs?

→ Yes → ☒ Tell them to return it before replacement (or swap at delivery)

→ No → Go to next question

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4 Is the customer in Sydney metro, and we sent it via Citylink or Sampedro?

→ Yes → ☒ Get it back (to prevent fraud and check if repairable)

→ No → Go to next question

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5 Is the customer a wholesaler / CHAT?

→ Yes → ☒ Get it back

→ No → Go to next question

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6 Is the customer a private/trade buyer, and the freight to return it is more than the part's worth?

→ Yes → ☒ Don't get it back – just credit

→ No → Go to next question

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7 Is the item under \$1,000 and not repairable or reusable?

→ Yes → ☒ Don't get it back – credit it

→ No → ☒ Get it back

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## STEP 10

### YES ITEM BEING RETURNED?

#### STEP 10A

CUSTOMER CLAIMS IT IS FAULTY NEEDS INSPECTION REPORT FROM PREFERRED MECHANICS

No credit to customer till report provided

[LINK TO GUIDE](#)

#### STEP 10B

CONFIRMED IT IS FAULTY, TO BE REPAIRED THEN RESTOCKED

Credit to customer on return to JJs

[LINK TO GUIDE](#)

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## STEP 11

### 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](#)

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### 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

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## STEP 12

### 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

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## FAQ:

### NOW HAVE ANOTHER WARRANTY CLAIM ON THE REPLACEMENT INVOICE?

[LINK TO VIDEO](#)

You need to start another warranty doc and attach the 1st one to the 2nd one

Then start the process again

### THE PRICE HAS CHANGED BETWEEN TIME OF INVOICE OF FIRST ONE AND REPLACEMENT?

Warranty replacements we always honour the price invoiced on first part

We cannot charge more for a replacement item covered under warranty