



BPW LIMITED WARRANTY PROCEDURE INSTRUCTIONS

Warranty Process

1. If you identify that you have a warranty claim to submit please complete the BPW Limited Warranty Claim Form which can be found online at www.bpw.co.uk or you can contact the **Technical Services Department** by email services@bpw.co.uk or on **0116 281 6100, select options 4 and then 2**. A member of the team will email or fax one to you.
2. The necessary fields on the warranty claim form **MUST** be completed in order to proceed with the claim. Failure to give certain parts of information can lead to a significant delay in the claim.
3. On completion of the form please contact the Technical Services Department. An engineer will be available to speak with you and may ask further questions or request evidence to aid in the adjudication of the claim. On receipt of the claim form along with the correct information, a unique BPW Claim Reference Number will be issued to you. This number is to be used when querying the claim.
4. In some cases the engineer will be able to determine if the claim is valid over the telephone or via email correspondence. Photos may be required to aid the engineer in deciding the outcome. If the engineer is not able to make a judgement on the telephone or email then they will inform you to return the failed component back to the following address:

**BPW Limited
Legion Way
Meridian Business Park
Leicester LE19 1UZ**

If the component is to be returned to BPW Limited then the claim number is to be annotated on the component and a copy of the claim form is to accompany the part. Failure to do this will result in the engineer being unable to tie the component to the claim and this will lead to a significant delay in your claim or even a possible rejection.

5. Once the component arrives at BPW Limited a Technical Engineer will carry out an inspection to determine if warranty is to be awarded. An engineer will contact you and inform you of the outcome. In some cases a report **MAY** be given.
6. If the claim is accepted the following options will be presented to you:
 - a. A replacement part can be dispatched and BPW Limited will accept an invoice along with supporting evidence for labour and carriage quoting the claim reference number.

OR

- b. BPW Limited will accept an invoice along with supporting evidence for the cost of the part, labour and carriage, again quoting the claim reference.

Failure to indicate on the form whether credit or replacement part is required may result in the engineer sending you a new part to replace the failed one by default.

7. If the claim has not been accepted then BPW Limited will hold the component for a maximum of 4 weeks from the point of rejection and will then be disposed of accordingly. Should you wish to have the failed component back you must make the collection under your own arrangements and the Technical Services Department must be informed prior to collection.
8. If there is any doubt as to whether you have a warranty claim please contact the Technical Services Department. An engineer will be available to offer any advice requested.





Warranty Process Flowchart

Version 1.1

22/06/15

