

MEP Films Warranty Claim Procedures

AUSTRALIA

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HOW TO DEAL WITH A FAILED PRODUCT COMPLAINT

The objective here is to ensure that ultimate customer satisfaction is achieved in a smooth and efficient manner.

When Fault is Observed Prior to or During Application

Step 1 - Do not use faulty product - contact the MEP Representative who will verify and request the return of the faulty product. On acceptance a credit will be issued for both the purchase price of film and any labour charges agreed to. See note 1 Below..

When Fault is Observed After Application

Step 1 - The MEP Representative will assist with the raising of an MEP Form 8A, inspect (if possible) and agree what work, if any, will be done, and by whom.

NOTE: Where an inspection is not possible or it is not acceptable to remove an A4 size sample of the fault in question – a photograph of the fault should be taken and sent to the MEP Films Representative. In certain circumstances the customer will be required to take the photograph and forward to the MEP Films Representative.

Step 2 - Tinter to raise “No Charge” invoice to customer confirming any rework done and have customer sign the invoice.

NOTE 1:

When fault is observed Prior to or during Installation the warranty entitlement will only ever relate to the value of the failed product and will not include any labour component.

HOW TO COMPLETE AN MEP FORM 8A WARRANTY CLAIM REPORT

The objective of the MEP FORM 8A warranty claim report is to get the maximum amount of data with the minimum of fuss. Claims that have good support data will process quickly. Claims without adequate data but still have full customer contact details should also process quickly via personal verification.

The following information addresses each 'section heading' found in the Warranty Claim portion of the FORM 8A. This has been done to help with the collection of as much accurate information as possible. These notes should be read in conjunction with the FORM 8A attached to the end of this section.

1) MEP CUSTOMER DETAILS (Tinter)

	The objective here is to: (a) Clearly establish where the Claim is coming from (b) Who actually raised the Claim
Debtor Code: found	(An Accounting Code given to the MEP customer. Usually on their Statements)
Claim Number:	(A MEP's customer number used by them for the recording & tracking of their claim)
Trading Name:	(Tinter's business name.)
Contact Name:	(Individual who filled out the FORM 8A)
Contact Phone Number:	(Home, Work or a Mobile. Whichever will most readily reach the Tinter Contact Name - Business Card, etc.)

2) CUSTOMER DETAILS (End User)

	The objective here is to: (a) Ensure that adequate information is available to readily enable direct contact with the product owner for verification purposes. This single section of information can help speed up processing of a Claim considerably.
Name:	(This could be an individual, a company, a government department or an auto dealership)
Address:	(Where product is available for inspection)
Contact Name:	(The individual who can verify that warranty work has been done or who can confirm arrangements for warranty work to be done or an inspection to take place)
Contact Phone Number:	(Home, Work or a Mobile. Whichever will most readily reach the customer Contact Name)
Purchase / Order No.:	(If available in lieu of a warranty card)

3) PRODUCT DETAILS

	<p>The objective here is to:</p> <p>(a) Clearly identify the product. Apart from the manufacturers need to know that it is actually their product, this information also helps establish whether the problem is a “one off” or a production line problem.</p>
M.E.P Product Code:	(Product Code)
Lot No. or Serial No.:	(Manufacturers product identification number - or any other reference details, if any)
Total Area Claimed:	(For failed material, claim should detail width, length and total area being claimed)
Other Details:	(Provide any other information to help identify the product which will speed up the processing of the Claim)

NOTE: When an inspection is not possible or it is not acceptable to remove an A4 size sample of the fault in question – a photograph of the fault should be taken and sent to the MEP Films Representative. In certain circumstances the customer will be required to take the photograph and forward to the MEP Films Representative.

4) WARRANTY CLAIM / CUSTOMER COMPLAINT DETAILS

	<p>The objective here is to:</p> <p>(a) Ensure that Claims are not rejected or delayed because the terminology used is not acceptable to the manufacturer. Take special care that the information given is correct.</p>
Date Original Product Fitted:	(Self Explanatory)
Date Product Refitted:	(Self Explanatory)
Description of Claim / Complaint:	Use the following primary categories:
	Film: After Application If the reason for the Claim is due to bubbling, rippling, crazing or blistering - write only the words - Adhesive Failure . If the reason for the Claim is due to orange peel characteristic – write only the words – Distortion from inside causing safety hazard . Other - describe fully.
	Film: Prior to or During Application: If the reason for the claim is due to hair, spotting, or severe curling - write only the words - Fault in manufacture – Hair or Spotting or Severe Curling .

5) VEHICLE DETAILS

	The objective here is to: (a) Clearly identify the vehicle to which the product has been applied (b) Help confirm that it is the manufacturer's product (c) Establish original ownership.
Make and Model:	(For example - Holden Commodore)
Registration or VIN No.:	(Whichever is most readily available)
Warranty Card No.:	(Issued at the time of the original installation. If warranty card available copy will be adequate. If no warranty card is available then evidence of the purchase of tinting is required eg: copy of original invoice or declaration by the customer with a completed Form 8B (see page 8) or any other evidence available.)

6) TINTER'S VERIFICATION SIGNATURE

Tinter to sign the MEP FORM 8A under this heading acknowledging that to the best of his / her knowledge, the information supplied is true and correct)

WARRANTY CLAIM REPORT

(To be completed by MEP Customer for each Warranty Claim)

1) MEP CUSTOMER DETAILS (TINTER) Debtor Code.....
Claim No.....

Trading Name:

Contact Name:

Telephone: (W) (M) (H)

2) CUSTOMER DETAILS (End User)

Name:

Address:

Telephone: (W) (M) (H)

Purchase Order No.:

3) PRODUCT DETAILS

MEP Product Code:

Lot No. or Serial No.:

Total Area Claimed:

Other Details:

4) WARRANTY CLAIM / CUSTOMER COMPLAINT DETAILS

Date Original Product Fitted: Date Product Refitted:

Description of Claim / Complaint:

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.....

.....

Location of Claim / Complaint:

.....

.....

5) VEHICLE DETAILS (If applicable)

Make / Model:

Registration / VIN No:

Warranty No.:

6) TINTER'S VERIFICATION SIGNATURE

I acknowledge that the above information is true and correct.

Signed: Date:

(Print Name)

WHAT NEEDS TO BE ATTACHED TO A FORM 8A WARRANTY CLAIM REPORT

When Fault is Found After Installation

Step 1. **Evidence of Warranty**

Copy of Original Warranty OR MEP copy of Original Invoice OR copy of Original Purchase Verification Statement OR Purchase Order must be stapled to a FORM 8A. **Customer (end user) should sign any copy of an original document to verify that it is a true copy.**

Step 2. **The Rework Invoice (items)**

This Invoice or any document of release / delivery, must be signed by the customer to verify what warranty work has been done and must be stapled to a FORM 8A.

Step 3. **Faulty Product**

To enable the fault to be identified, an A4 sized piece of faulty product - plus any other substantiating information, such as photographs - must be attached to the MEP Form 8A – Warranty Claim Report.

A signed copy of an original MEP Films Warranty Form must be stapled to the Form 8A.

NOTE: If customer has no MEP Films warranty, then the customer will be required to supply the following:

- 1) An original copy of a document showing payment – such as an invoice from the installation company and proof of payment of the invoice.
- 2) The completion of the Form 8B – ORIGINAL PURCHASE VERIFICATION STATEMENT.

NOTE: This is a legal document; falsifying information will lead to legal action.

When Fault is Found Prior to or During Installation

Step 1. **Evidence of Purchase**

Tinter must provide details of the product purchase.

Step 2. **Faulty Product**

A Form 8A – Warranty Claim Report must be raised with the total quantity of failed product entered as specified under the heading “Product Details”.

ORIGINAL PURCHASE VERIFICATION STATEMENT

DECLARATION

I
(Claimant Name)

of
(Claimant Address)

do hereby verify that i am the original and current owner of the
vehicle/premises requiring warranty work to the MEP Films product installed
to the vehicle/premises identified on

Invoice No.(From the repairer)

(Claimant Signature)
Signature

(Repairer verifying Declaration)
Witness

Date:/...../.....
(Date declaration being signed)

IMPORTANT NOTE:
This is a legal document falsifying information will lead to legal action.

WHERE TO SEND FAILED PRODUCT

All failed product together with all the relevant paperwork and attached to the FORM 8A, should be returned to the MEP Representative. (Unless otherwise advised by the MEP Representative)

WARRANTY ENTITLEMENTS

After Installation: (when fault observed some time after film installed)

Effective 1st July 2000

Product	Period of Warranty	Tinter's Entitlement		
Automotive	As per warranty term as shown on warranty card issued with product.	Vehicle Section	Sedans - Inclusive of GST	Wagons - Inclusive of GST
		Whole	220.00	250.00
		W/Ups	40.00	40.00
		Quarter	25.00	25.00
		Rear	100.00	85.00
Fix/side	40.00	40.00		
Residential & Commercial	As per warranty term as shown on warranty card issued with product.	Value of film replaced at NO charge to Tinter, plus a labour charge of \$1.32 ft ² /\$14.21m ² (GST inclusive) for strip and retint.		

Pre July 1st 2000

Product	Period of Warranty	Tinter's Entitlement
Automotive	As per warranty term as shown on warranty card issued with product.	1) Film installed prior to September 1993 - \$140.00 full car film and labour 2) Film installed between 1993 and September 1996: a) If flat rate claimed \$160.00 full car film and labour: Or b) Full invoice value if applicable and subject to conditions. 3) Film installed between Oct '96 –1 July '00 \$160.00 Pro rata for part vehicle
Residential & Commercial	As per warranty term as shown on warranty card issued with product.	Value of film replaced at NO charge to Tinter, plus a labour charge of \$1.32 ft ² /\$14.21m ² (GST inclusive) for strip and retint.

OTHER CONDITIONS

1. Warranty Claim credits for film products are provisional until liability is officially accepted by CPFilms.
2. The FORM 8A Warranty Claim Report is a request for credit against product the tinter has already purchased. **Therefore invoices should not be raised by the Tinter against MEP in relation to Warranty Claims as they will not be accepted nor recognised.**
3. All approved Warranty claims will have an MEP Credit Note raised and will be credited against the Tinter's current month's trading account balance.
Tinters must not deduct any outstanding warranty claims from trading account payments.
4. **Warranty claims must not be more than 30 days old when received by the relevant MEP Regional Office/Warehouse.**

SUMMARY OF CLAIM PROCEDURE

1. No Film Rework is to commence prior to a full inspection or approval by the MEP Films Representative.
2. Raise a Form 8A, inspect the job and agree what work, if any will be done.
3. Ensure the Form 8A is completed correctly and signed off by the relevant personal - refer to "How to complete a Warranty Claim".
4. Provide evidence of warranty.
5. Provide faulty product - A section of sufficient size (A4 approx.) of relevant film to enable fault to be identified.
6. Unless otherwise requested by the MEP Films Representative, all failed product together with all relevant paperwork attached to the Form 8A should be returned to the Regional Office marked to the attention of the MEP Films Representative.