

FQR Checklist:

DAMAGED CLAIMS:

- Marked as damaged on POD
- Reported within five days
- Cannot be moved from original delivery location
- Pictures provided
- Originally packaging must be kept

SHORT SHIPMENTS:

- Marked as short on POD and circle on bingo sheet
- Reported within five days

MISSING PRODUCT

- Missing on POD and circled on bingo sheet if it is a missing carton
- Missing product from a package — pictures of the box showing the label
- Picture of the product in the box showing it is missing
- Could be vended product or manufactured product

WRONG PRODUCT:

- Pictures of the product received
- Picture of the label on the packaging showing it is different product or incorrect label
- Pictures of product with a measuring tape if issue is incorrect sizing
- Potential causes: Order Entry error, SPEC error, pick and pack error, shipping error, dealer error

WARRANTY ISSUES:

- Delam
- HAT malfunction
- Poor quality
- Broken components
- Pictures required
- Product label – identify original order number, ship date and line
- RGA – update log and request shipping label

Contact your **Customer Experience Specialist** for further details.