# Electrolux Laundry Systems Routine for claims

### Claim report / corrective actions

Parts from Supplier will be claimed if they do not comply with specifications or demands.

Claimreport will be send to Supplier by Electrolux Laundry Systems Quality Department together with claimed parts.

Claim report must contain information regarding.

* Report number
* Article number
* Part description
* Quantity of parts
* Reason why claimed

Electrolux Laundry Systems expects an answer from Supplier within **24 h** after Supplier has received the claim report. The answer must contain information regarding short term action (temporary changes in production, check of stock, follow up on next delivery etc.). The short term corrective action shall take place immediately.

Within **14 days** after the Supplier has received the claim report and parts, Electrolux Laundry Systems expects an answer regarding long term actions in order to avoid risks for new claims.

Answers shall always be sent to Electrolux Laundry Systems Quality Department to name in reference.

### Invoicing / replacement shipments

Electrolux Laundry Systems will invoice the claimed parts to Supplier. The invoice will include an administrative costs of 1 000 SEK or 500 SEK, depending of needed activities at Electrolux Laundry Systems, such as sorting, packaging, invoicing etc.

Pure Replacement Deliveries are not accepted.

Supplier sends new parts, or parts that where found to comply with specifications or demands, only on a given purchase order number from Electrolux Laundry Systems. These parts are also invoiced to Electrolux Laundry Systems as per normal routine.

### Further information

If need of further information concerning a claim report or an invoice, always contact Electrolux Laundry Systems Quality Department by phone or mail. Remember to always state the report number or invoice number.