

# CREDIT CLAIMS (SPARE PARTS) POLICY AND GUIDELINES

This policy and procedure is in accordance with the Electrolux Home Products Pty Ltd Terms & Conditions, Clause 9.a.

No.	Topic	Page No.
1.	Orders Cancelled	1
2.	Customer Request for Return Process	1
3.	Guidelines for Return	2
4.	Terms	3
4A	Sample "Form A" Credit Request For Non Return Parts	3
4B.	Sample "Form B" Credit Request For Return Parts	4
5.	Pricing Claims	5
6.	Rejected Claims	5

## 1. ORDERS CANCELLED

Notifications to cancel orders are to be forwarded by fax to the Electrolux Trade Fax Line on 1300 666 071.

All faxes are automatically uploaded onto an intranet audited Electrolux system for further action and processing.

All cancellations need to be in writing detailing the purchase order and delivery details of the Order.

Cancellation notifications must be received by Electrolux prior to the ordered part being invoiced, failure to do so may result in a 10% handling fee being applied. This will be at the discretion of the Electrolux Spare Parts Business Coordinator or nominee.

## 2. CUSTOMER REQUEST FOR RETURN PROCESS

2.1 A list of parts to be returned and request for credit are to be accompanied by accurate detailed reference of the respective invoices and be submitted to the relevant Electrolux State Office for authorisation.

2.2 Credit requests that are in dispute are to be negotiated by the customer and the National Spare Parts Sales Manager or nominee. Once agreement has been achieved, the authorised list and credit amounts are forwarded to the Electrolux National Distribution Centre for processing.



*Thinking of you*  
**Electrolux**

### 3.0 GUIDELINES FOR RETURN

3.1 Parts not required to be returned to the Electrolux National Distribution Centre use form A.

Code	Reason
Code T	Damaged, please notify the Trade Fax line within 7 days of receiving the part.
Code U	12 months Parts Warranty
Code Q	Short supplied, please notify the Trade Fax line immediately on 1300 666 071.

3.2 Parts are required to be returned to the Electrolux National Distribution Centre use form B.

Code	Reason
Code R	Deposit return
Code W	ASC Warranty Par
Code O	Duplicated Order
Code N	Incorrect Part Ordered (Parts Handling Fee will Apply).
Code M	Incorrect Part Supplied
Code P	Wrong Part supplied (Part No. Correct/ part incorrect)
Code A	Error by National Contact Centre (Interpretation)
Code B	No Longer Required (Parts Handling Fee will Apply).
Code S	Incorrect Price
Code D	Incorrect Part ordered by Electrolux Authorised Service Contractor

3.3 Multiple Codes may be claimed on a Credit Form, provided each code is grouped with a space added between each group. Forward the parts with the approved credit request form to the Electrolux National Distribution Centre for processing. Mailing address is:-

Electrolux Home Products Pty Ltd  
National Spare Parts & Distribution Centre  
Plant 10 /6 Leeds Street  
Woodville North SA 5012



*Thinking of you*  
**Electrolux**

All claims must be advised to Electrolux within 30 days except 12 months parts warranty. All parts must be returned to Electrolux in resalable condition and packed in a way that will prevent damage in transit. Trade Customers should forward the approved credit request form to the National Distribution Centre for processing to Fax 1300 666 071. Distributors are to attach their claim to an e-mail address supplied by their State Parts Representative.

#### 4.A Form A

SAMPLE ONLY



#### 4.B Form B



Thinking of you  
**Electrolux**

## 5.0 PRICING CLAIMS

All claims involving price discrepancies charged by Electrolux are to be forwarded to Electrolux within 7 days of the date of invoice. All Customer claims in this category must be followed with the submission of claim in writing and forwarded directly to Electrolux.

Mailing address is:-

Electrolux Home Products Pty Ltd  
Credit Department  
Locked Bag 5027  
South Sydney Business Centre  
Alexandria NSW 2015

Or email to [Credit@electrolux.com.au](mailto:Credit@electrolux.com.au)

## 6.0 REJECTED CLAIMS

Should a claim not be accepted by Electrolux, notification will be made to the customer in writing, noting the details of the claim and a summary for the reason for the rejection. The customer is then required to promptly reverse the claim and ensure payment is received on their next remittance. If the customer requests return of the rejected part, they must agree in writing to pay the cost to do so.



*Thinking of you*  
**Electrolux**