

Process of Return Material Authorisation

Customer	BAG Customer Support	Responsibility	Target Date	Refer. Doc.
<p>Non functional products with bag's manufacturing batch code data</p>	<pre> graph TD Start([Get factual data from back office for the Batch code]) --> W1{Within warranty period as per sales terms agreed} W1 -- NO --> OutWarranty([Out of warranty products to be disposed by customer]) W1 -- YES --> W2{Is failed product sold in same financial year} W2 -- YES --> SI[Material could be sent on sales return invoice] W2 -- NO --> DC[Material to be sent on DC only] SI --> AR[Analysis & repair of warranty failed parts] DC --> AR AR --> Repair[Repaired Material send back to customer on Deliver challan / Invoice (ref.to customer invoice/ debit Note)] </pre>	<p>Customer</p> <p>BAG Customer Support</p> <p>BAG Customer Support</p> <p>Customer</p> <p>BAG Customer Support</p> <p>Customer</p> <p>BAG Technician</p> <p>BAG Sales</p>	<p>* Within 24~48 Hours</p> <p>Within 24~48 hours *</p> <p>Within 7 Days after receipt</p> <p>Within 1 Day after repair</p>	<p>Sale Invoice date</p> <p>Quotation /warranty certificate</p> <p>Sale Invoice Date</p>
Prepared By :- HOD customer support		Reviewed & Released By :- MR		

NOTE : * Time indicated is from the time problem reported on warranty failed parts.