

# Standard Operations Procedure

## Warranty Processing

**S20**

Revision A

**Responsibility:**

Inside Sales, Customer Support Center or any team member working the counter or fielding customer calls

**Situation:**

A customer has either brought an item to the counter for warranty or is calling in to have their warranty processed via delivery and pickup.

**Procedure:**

- 1) Ruud/Rheem/Sure Comfort compressors, coils or other components for either residential or commercial equipment
  - **PURCHASED** from Century
    - ◇ Warranty will be processed free of charge for the length of the warranty period
    - ◇ Out of stock items will be added to next stocking order for free freight. Normally 7-10 days.
    - ◇ Should the warranty item need to be delivered quicker than next stocking order, the customer will be responsible for the freight charges.
  - **NOT PURCHASED** from Century
    - ◇ Warranty can be processed as a service to the customer; however, there is \$75.00 Warranty Handling Fee.
    - ◇ Customer is responsible for all freight charges including normal ground delivery for any warranty item not in stock.
  
- 2) Stock (not Ruud) items whether **PURCHASED** or **NOT PURCHASED** from Century
  - Warranty will be processed free of charge for the length of the warranty period
  - Out of stock items will be added to next stocking order for free freight. Normally 7-10 days.
  - Should the warranty item need to be delivered quicker than next stocking order, the customer will be responsible for the freight charges.
  
- 3) Non-Stock Items
  - **PURCHASED** from Century
    - ◇ Warranty will be processed free of charge for the length of the warranty period
    - ◇ Out of stock items will be added to next stocking order for free freight. Normally 7-10 days.
    - ◇ Should the warranty item need to be delivered quicker than next stocking order, the customer will be responsible for the freight charges.
  - **NOT PURCHASED** from Century
    - ◇ Warranty can be processed as a service to the customer; however, there is \$75.00 Warranty Handling Fee.
    - ◇ Customer is responsible for all freight charges including normal ground delivery for any warranty item not in stock.

**Exceptions:**

1. Branch Manager are authorized to waive the Warranty Handling Fee on a case by case basis.