

CHECKLIST 1 OF 2

Warranty claim intake

What to capture before a warranty claim is accepted into the workflow. Every item below is something a technician, a rejection letter or a supplier claim will need later. Capture it once, at intake, in a field rather than an email.

Identify the unit and the sale

- ☐ **Serial number, verified against the product record**
Typed by the customer, then checked. A claim without a serial cannot be matched to a batch or a supplier.
- ☐ **Order number and purchase date**
From the Shopify order, not from the customer's memory. Purchase date drives both the warranty term and the statutory guarantee period.
- ☐ **Proof of purchase where the order cannot be found**
Receipt or bank record. Note that a consumer guarantee claim does not depend on your warranty registration.

Record the reported symptom

Keep the customer's description separate from the technician's confirmed fault. They are different fields, and the supplier claim depends on the second one.

- ☐ **Fault description in the customer's words, minimum length enforced**
"It stopped working" is not enough to triage. Ask what happened, when, and what they had tried.
- ☐ **Photos or video of the fault and the unit**
Dated, attached to the claim, retained for the life of the claim and the retention period on your supply agreement.
- ☐ **Usage context**
Installed where, powered how, any accessory or third-party part involved. This is where "customer damage" is decided later, so record it now.

Check coverage before routing

- ☐ **Warranty term against purchase date**
A fixed term from the warranty document.
- ☐ **Statutory guarantee assessment (Australia: ACL consumer guarantees)**
A reasonable period for the price and type of goods. "Warranty expired" is not on its own a valid rejection.
- ☐ **Major or minor failure, as a recorded field**
Determines who chooses the remedy. It should be a field a technician fills in, not a judgement made in an email.
- ☐ **Dangerous goods flag from the product record**
Lithium, gas and aerosol items need a DG-capable carrier and a transport document. This is set on the SKU, not decided per claim.

Route the physical unit

- ☐ **Return method offered: carrier pickup, drop-off, or customer's own courier**
Only the methods the product profile allows.
- ☐ **Pickup address, date and window confirmed by the customer**
Editable address, next business day onward.
- ☐ **Return label and DG declaration attached to the RMA**
- ☐ **Claim number given to the customer with the SLA**

CHECKLIST 2 OF 2

Supplier claim pack

What a supplier needs to verify a manufacturing-defect claim against its own batch records. Most supply agreements put defect cost on the supplier; the terms, the claim window and the evidence required vary, so check yours. A claim with all of the following is a quality finding, not a request for a favour.

Per unit

- ☐ **Serial number and, where the product carries one, the batch or date code**
- ☐ **Confirmed fault code assigned by the technician**
A specific failure mode, e.g. "cell failure" or "BMS fault", not the reported symptom.
- ☐ **Technician notes with labour time and parts consumed**
Dated, with the technician's name.
- ☐ **Diagnostic photographs tied to the unit**
Tied to the serial, not a shared folder.
- ☐ **Resolution recorded: repair, replace, refund or reject**
With the date and the cost incurred by you.

Across the batch

- ☐ **Failure rate against units shipped, for the SKU and for the batch**
The denominator is units sold or shipped in the window, not units returned.
- ☐ **Comparison with your baseline rate for the product family**
A batch at several times the baseline is the finding the supplier's QA team acts on.
- ☐ **Fault codes aggregated by failure mode**
One dominant mode points to a manufacturing cause; a spread points elsewhere.

Commercial

- ☐ **The clause in your supply agreement that covers defects, and its claim window**
Quote it in the claim.
- ☐ **Supplier return authorisation (RA) number**
Requested before the unit or the evidence is sent.
- ☐ **Return of the physical unit, if required, with tracking**
Some suppliers verify by photo and serial alone; others want the unit.
- ☐ **Credit or replacement stock expected, and its due date**
Tracked on the RMA so it is chased, not forgotten.
- ☐ **Outcome recorded against the SKU**
Credit issued, partial, or declined, plus any design or process fix the supplier commits to.

How ReturnMate captures this: serial verification and evidence at intake, mandatory fault codes before an outcome, labour and parts on the RMA, failure rate per SKU against units sold, and a claim pack export with the supplier RA and credit tracked on the same record. Details at returnmate.io/features/warranty-repairs and returnmate.io/features/fault-tracking.