BPW Axles (Pty) Ltd

Manufacturing the products of BPW Bergische Achsen KG
Company Registration Number: 1945/019567/07

we think transport

CUSTOMER RETURNS PROCESS FLOW

The Customer will contact the Sales Rep. to request a return

The Sales Rep will submit the RMA process flow to the customer.

The Customer will send an email requesting return to the Sales Rep with a copy of the invoice/ invoice number / warranty claim form and reason **via email.**

Returns Request approved by the Business Development Manager

Yes

Internal Sales processes the RMA. The Sales Rep must attach the initial request sent via email from the customer.

The Customer must return the stock together with the RMA paperwork.

The RMA process will proceed further subject to the Quality Control inspection.

Quality Inspection approved

Yes

The RMA Process will be finalized, and a credit note will be sent to the customer via email by the Finance Dept within 7- 10 working days.

No

The Quality Dept. will notify the Sales Rep. on the rejected RMA with reason/ justification and the Sales Rep will then notify the customer via email.

No

The customer gets notified via email by the Sales Rep.

Note: All returned items including warranty claims must be delivered to the original warehouse where it was purchased from.