

BRL SIS (Sales Information Service)

Herausgeber Issued by	Bearbeiter Responsible	Telefon Phone	Datum Date
BRL/SVC	Dorau	+49-711- 811 - 7868	2006-03-24

Assembly technology**New Processing Procedure for Logistics Claims****S2006-04 EN**

We define logistic claims as errors that occur during job processing, commissioning and shipping versus those taking place in the development or production phases.

For example:

- Order position incorrectly entered in job (article number, quantity)
- Wrong item delivered or quantity not matching amount stipulated in delivery documents
- Positions omitted or entire packages not delivered

- Damaged goods (occurring in transit)

In order to accelerate processing of these cases and especially to reduce the number of similar cases, we have instituted a central post in the BRL/SVC1 service division, whose main task it is to address these issues. Effective immediately, in cases such as those above, please contact:

Helmut Greulich, tel. +49(0)711/811-7495, fax: -7851, e-mail: helmut.greulich@boschrexroth.de

For logistics claims, please use the material report used for technical claims. German authorized dealers (HM), please use the screen for claims recording in the Internet. As in the technical claims procedure, you will receive a call ticket no. for each case as a reference.

BRL SIS (Sales Information Service)

Important note for the processing of damage occurring during transit:

For all customers that continue to receive “ex works” shipments, i.e. those that are responsible for transit, the customer’s arrangement with the forwarder remains unchanged. The customer has to arrange procedures for dealing with damage occurring in transit with the forwarder directly.

For customers that have converted their shipping arrangement to “free domicile”, claims are to be promptly forwarded to us, as the responsible party for shipping. Please use the new “**Damage due to transportation checklist**” rather than the “material report” or Internet for damage reporting. Slightly different information is necessary for cases of damage occurring in transit than for other claim forms.

The processing of “classical” technical claims has not changed.

Attachments

Form “Material report” for returned goods (de/en)

Form “Damage due to transportation checklist” (de/en)