

Guidelines for the authorization of a Delivery Feedback

Valid for all kind of shipments from Komax DIN.



Explanation






Among other things Service.DIN is handling delivery feedbacks so as warranty claims. Sometimes it is not easy to differentiate between the two processes especially when an article out of a delivery is not working. In the past we handled it as a delivery feedback. To increase the reaction time in the recording of issue related to single articles or products we will handle non-working articles under the corresponding product warranty. Due to this change of operation these parts will occur on our product reporting so we can monitor the issue and take the necessary actions.



Our customers are kindly requested to check every shipment carefully. Damaged parcels must be accepted with reservation. Deviations in the delivery must be recorded under the delivery note number (14000xxxxx). Please check the whole shipping before sending a Delivery Feedback to Service.DIN!

What does that mean?

Issue	Process
<p><u>Shipping arrived damaged</u></p> 	<p>Transport damage (Delivery Feedback)</p> <ul style="list-style-type: none"> - Accept goods with reservation - Please inform your shipping agent immediately! - Do not open the crate/box until the agent/expert is on side or you are requested to do so. - Make pictures
<p><u>Damaged article received</u></p> 	<p>Delivery Feedback</p> <ul style="list-style-type: none"> - Fulfill Delivery Feedback form - Information required: <ul style="list-style-type: none"> • Delivery note number (14000xxxxx) • Your order number • Damage description (pictures appreciated)

Issue	Process
<p><u>Wrong article received</u></p> <p>Ordered:</p>  <p>Received:</p> 	<p>Delivery Feedback</p> <ul style="list-style-type: none"> - Fulfill Delivery Feedback form - Information required: <ul style="list-style-type: none"> • Delivery note number (14000xxxxx) • Your order number • Part number ordered • Part number received
<p><u>Incorrect number of articles received</u></p> <p>Ordered:</p>  <p>Received:</p>  <p>(Or the other way around)</p>	<p>Delivery Feedback</p> <ul style="list-style-type: none"> - Fulfill Delivery Feedback form - Information required: <ul style="list-style-type: none"> • Delivery note number (14000xxxxx) • Your order number • Missing/surplus quantity
<p><u>Article with expired calibration sheet received</u></p> <p>You received an article with an expired (calibration) certificate. Certificates with a valid calibration less than six month may be claimed.</p>	<p>Delivery Feedback</p> <ul style="list-style-type: none"> - Fulfill Delivery Feedback form - Information required: <ul style="list-style-type: none"> • Delivery note number (14000xxxxx) • Your order number • Article number • Description of complaint (pictures appreciated)
<p><u>Repair return delivery does not work</u></p> <p>You received an article back from repair at Komax DIN which still does not work.</p>	<p>Delivery Feedback</p> <ul style="list-style-type: none"> - Fulfill Delivery Feedback form - Information required: <ul style="list-style-type: none"> • Delivery note number (14000xxxxx) • Your order number • Article number • Description of complaint (pictures appreciated)
<p><u>Article received does not work</u></p> <p>(Ordered, received and installed in machine)</p> 	<p>Warranty request</p> <ul style="list-style-type: none"> - Place warranty order - Required information: <ul style="list-style-type: none"> • Invoice number (15000xxxxx) • Your order number • Failure description (pictures appreciated) • Machine type and serial number

Special case machine delivery / installation:

Compared to the above-mentioned issues and the corresponding processes the delivery of a new machine is more difficult to handle in the event of a deviation. The shipment itself must be checked for completeness like other shipments too. The differences become apparent as soon as the machine is to be put into operation. This issue is not related to the quality of the shipment so there is no reason for a Delivery Feedback. Nevertheless, a new product is covered by the manufacturer's responsibility until the use and risk pass to the buyer by the signed machine acceptance. In this case a warranty order must be send to Service.DIN.

Issue	Process
<ul style="list-style-type: none"> - Machine / Module could not be installed without additional effort (repair) by service technician <p><i>Please note that a Setup Feedback must be fulfilled in any case, even if no problems where noticed.</i></p>	<p>Setup Feedback</p> <ul style="list-style-type: none"> - Fulfill Setup Feedback form - Information required: <ul style="list-style-type: none"> • Customer name and contact person • Customers address • Machine type and serial number • Date of installation resp. start-up • Acceptance executed and passed • Remarks resp. failure description etc. (pictures appreciated)
<ul style="list-style-type: none"> - Parts / components (modules) are missing 	<p>Delivery Feedback</p> <ul style="list-style-type: none"> - Fulfill Delivery Feedback form (if subsequent delivery is necessary) - Information required: <ul style="list-style-type: none"> • Delivery note number (14000xxxxx) • Your order number • Article number • Description of complaint (pictures appreciated)
<ul style="list-style-type: none"> - Machine shows error (e.g. does not boot up) resp. technician needs new part to exchange a defect one 	<p>Warranty request</p> <ul style="list-style-type: none"> - Place warranty order - Required information: <ul style="list-style-type: none"> • Invoice number (15000xxxxx) • Your order number • Failure description (pictures appreciated) • Machine type and serial number

Note: If you have an urgent request, please mark it accordingly (for example: **"URGENT!"** in the subject row of your email).

We thank you for your valuable cooperation.

Team Service Coordination.