

## CUSTOMER SERVICE “WARANTY PROCESS”

*The information contained herein is designed to be general in nature and is offered as suggestions for improving business practices. Please use this information as a guide only.*

1. NOTIFICATION THAT THERE IS AN ISSUE
  - a. The contractor / homeowner must notify the XXX’s customer care party at 555-5555
2. SET INSPECTION DATE
  - a. Within X days, a customer service person will contact the contractor / homeowner and schedule an inspection time
3. THE INSPECTION
  - a. A determination of issue will be made and if possible, the fix may be done at that time, otherwise, another service appointment will be made with one or more of the Trade Partners
4. SERVICE APPOINTMENT (if required)
  - a. The contractor / homeowner will be contacted within X days and confirm that the new time is acceptable.
  - b. All efforts by the customer service representative and the trade partners will be made to resolve the issue at this time
5. COMPLETION
  - a. Once the work is completed, we will ask the contractor / homeowner to approve that the work has been completed satisfactorily and sign the work order.
6. CUSTOMER SATISFACTION
  - a. The customer service representative will call the contractor / homeowner to confirm that the work performed is completely satisfied.

**IMPORTANT:** *Paladin Risk Management, Ltd. is a risk management consultancy company and the information it provides should not be interpreted as insurance, coverage, or legal advice. The information provided should be interpreted in line with insurance and legal methodologies as they relate to your business practices and/or procedural guidelines.*