

After-Sales Support Services

from

Core Group

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1. In-warranty Repairs Procedure

The procedure below states the process a partner must follow for repairs of product brought in that falls within the warranty period.

1. The partner must:
 - 1.1 Download and print a copy of the Core Group Repair Template
 - 1.2 Complete the Core Group Repair Template, complete fault description as described by customer.
 - 1.2.1 Ensure the partners repair reference is entered on repair template
 - 1.2.2 The detailed customer fault description needs to be completed on the Core Group Repair Template
 - 1.2.3 The unit condition needs to be accurately documented on the Core Group Repair Template in terms of scratches, dents, cracks where they appear on the unit
 - 1.3 Make a copy of the customers Proof of Purchase (POP) and return original to the customer
 - 1.4 Follow the Out of Warranty process if the device's warranty is voided.
2. The partner must send an email to collections@core.co.za and include the completed Core Group Repair Template and a copy of the customer's POP
3. Core Group's email response will include:
 - A reference number
 - Assessment collection confirmation of the faulty unit
4. The partner must, during collection, provide the nominated Courier with:
 - Complete unit with all accessories sold with device – unit to be packaged sufficiently as Core will not be held responsible for damage in transit.
N.B Bubble Wrap is not regarded as sufficient packaging, a cardboard box is a minimum requirement with internal support i.e Sponge protection.
 - Copy of the customers Proof of Purchase (POP)
 - Copy of the Core Repairs Template (include Reference Number)
 - Copy of Core Group's assessment collection confirmation email

5. Core Group will correspond with the partner regarding the outcome of the assessment and will email a resolution report to the partner.
6. The nominated Courier will deliver the unit to the partner on completion of the repair
7. The partner must carry out the following during the customer collection:
 - 7.1 Ensure that the customer signs the partners copy of the Job Card when checking out the repaired unit from the partner.
 - 7.2 Archive the Job Card in a Repairs file for a period of six months.

Repair Turnaround Times

Action	TAT
Issue of ref no. & collection confirmation	2 days
Courier Collection	2 days
Unit assessment & Resolution report email	3 days
Repair (based on spares availability)	5 days
Courier Delivery	2 days
Maximum Repair TAT	14 days

Turn-around times stated above are in business days.

Courier collection/delivery to outlying locations is approximately 3 days

2. Out of Box failures (OBF)

The process below is the procedure a partner must follow for out of box failures as well as repairs that are governed by the Consumer Protection Act.

1. The partner must:
 - 1.1 Check the Proof of Purchase (POP) to ensure the unit was returned within 7 days of purchase
 - 1.2 Follow the In-Warranty process if the POP is greater than 7 days of purchase
 - 1.3 Download and print a copy of the Core Group Repair Template
 - 1.4 Complete Core Group Repair Template, complete fault description as described by customer.
 - 1.5 Make a copy of the customer's POP and return original back to the customer
 - 1.6 Collect the faulty unit, original packaging and accessories
2. The partner must send an email to collections@core.co.za and include the completed Core Group Repair Template and a copy of the customer's POP
3. Core Group's email response will include:
 - A reference number
 - Assessment collection confirmation of the faulty unit
4. The partner must, during collection, provide the nominated Courier with:
 - Faulty unit, original packaging and accessories – unit to be packaged sufficiently as Core will not be held responsible for damage in transit. **N.B Bubble Wrap is not regarded as sufficient packaging, a cardboard box is a minimum requirement with internal support i.e Sponge protection.**
 - Copy of the customer's POP
 - Copy of the Core Repairs Template (include Reference Number)
 - Copy of Core Group's assessment collection confirmation email
5. Core Group's Repair Centre will assess and validate the OBF claim (Core will only pass credit for a confirmed hardware defect)
6. The partner will be copied in on the OBF approval confirmation email sent between Core Group's Repair Centre and Warehouse with instruction to pass a credit to the buying groups account.
7. Core Group will email the Buying Group:
 - 7.1 Copy of the credit note
 - 7.2 Device details
 - 7.3 The reference number

8. On receiving email confirmation from Core Group, the partner can then proceed to
 - 8.1 Provide the customer with a replacement unit from their inventory stock, or
 - 8.2 Place an order with the Buying Group to issue a replacement unit.

9. The partner must:
 - 8.1 Ensure that the customer signs partners copy Job Card when checking out the replacement unit from the partner.
 - 8.2 Archive the Job Card in file an OBF Returns file for a period of six months

OBF Replacement Confirmation Turnaround Times

Action	TAT
Issue of ref no. & collection confirmation	2 days
Courier Collection	2 days
Unit assessment & OBF confirmation email to partner	5 days
Maximum Repair TAT	9 days

Turn-around times stated above are in business days.

Courier collection/delivery to outlying locations is approximately 3 days

3. Out of Warranty Repairs

The process below is the procedure a partner must follow for repairs brought in that fall outside of the warranty conditions

Core does not collect OOW product for repairs.

- The partner can send the unit to the Core Service Centre via courier service.
- The partner will be quoted accordingly once the unit has been assessed.
- The repair will be processed based on the outcome of the quote.
- The partner will then be notified to collect the unit from The Core Service Centre on completion.

4. Escalation Process

Should a service issue not be resolved or satisfactory feedback not given, the issue may be escalated by the partner as below:

Level	Contact	Phone	Email	TAT
1	Support Desk	087 3502946	status@core.co.za	1 day
2	Customer Service Desk		servicecomms@core.co.za Ref. number required	1 day

Turn-around times stated above are in business days.