



Warranty Administration Fee Explanation

During the course of a normal service call, a nominal amount of time is allotted to prepare paperwork (work orders, quotes, invoices etc.). Usually, this requires only minimal information about the customer and the RV.

When requested to administer a warranty, there is often additional time or effort involved in processing these requests:

- Obtaining comprehensive information about the customer and the RV, and/or the component information.
- Obtaining complete warranty company information, policy review, review warranty requirements.
- Preparing a detailed estimate with problem, cause, resolution per the warranty company's requirements.
- Contacting the warranty company by phone, time on hold, time communicating problem(s) with warranty rep, obtaining billing address and authorization numbers. In some cases, ordering warranty parts from them.
- Claim form preparation, mailings, faxes and accounts receivable billing.
- Packaging & shipping defective parts.

*The time required to administer warranties causes lost productivity and scheduling delays. In order to offset the lost productivity, a WARRANTY ADMINISTRATION FEE of \$45.00 is charged **per vendor**. This charge applies even if the warranty company declines to cover requested repairs. This charge applies to any second party billing, such as OEM warranties, extended warranties, product manufacture warranties, recalls, or anytime someone else besides the customer is contacted & involved in repair decisions or payments.*