



Steelfort Onsite Repair Procedure

Product Returning to Steelfort As Faulty

Process

- Call Steelfort customer service and get allocated a R/A Number for the job.
- Book the Job in with accurate fault description.
- If item is to be repaired by Steelfort it will be accessed if the fault is covered by warranty.
- If the fault is not under warranty the technician will contact the branch so they can make contact with the customer to see if the job is to go-ahead.
- The job will be loaded and performed in a timely manner and if there are any holdups the dealer will be advised.
- Once the job is finished and tested the dealer will be contacted and advised that it is ready for collection.
- Store to process the claim – **Claim Form must include the following details**
 - Full description of fault
 - RA Number
 - Customers Date of Purchase
 - Original Steelfort Invoice Number

If these points are not adhered to this will slow down the process of the claim

Store Return Checklist

When a product is returned by a customer it is important that several key questions are asked:

- Has the product been assembled correctly?
- Has the product been damaged or misused by the customer?
- Has the correct lubrication (oil and petrol mixes) as specified in the owner's manual been adhered to?
- Has the unit been serviced by an approved dealer at the correct intervals?



Key Steelfort Contact Details

Contact	Phone #	Email
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