



**maniscalco®**

## Customer Quality Claims Form Instructions and Processes

- **SUBMISSION of QCF**
  - Customer will need to fill out the Quality Claim Form and submit it to your Maniscalco representative.
  - Please note: this form is to be used ONLY for quality control issues with products.
  - Verify that all the information is accurate and complete before submitting to the rep. (this saves time and confusion)
  - Your rep will send the completed form, along any other documentation needed, to the claims committee at Maniscalco.
  - **If it is an installed claim** there will also need to be a quote attached for the labor costs from the retailer or installer. This has to be a separate piece of paper from the dealer or the distributor, but it can't simply be written as an amount of the claim form only.
  
- **RECEIPT of QCF**
  - Once received by the committee, the representative will receive a confirmation email. (the rep may or may not communicate this to you, this is up to each rep)
  - Upon receipt of all necessary items and paperwork, all information will be submitted to the claims committee for review and preparation to send information to the manufacturer to start their claims process.
  
- **APPROVAL / DECLINE of QCF**
  - The claims committee will review each case individually and, if necessary, contact you for questions.
  - Upon approval the claims committee will send a request along with the paperwork necessary for accounting to issue a credit memo for the account.
  - If it is necessary to decline the QCF, your representative will contact you directly to discuss.