

Extended warranty procedure for the Ambassador/Salespoint

1) User Manual

After installation, the Ambassador/Salespoint hands **the user manuals** to the end customer

The user manual includes **the warranty number** of the patio cover.

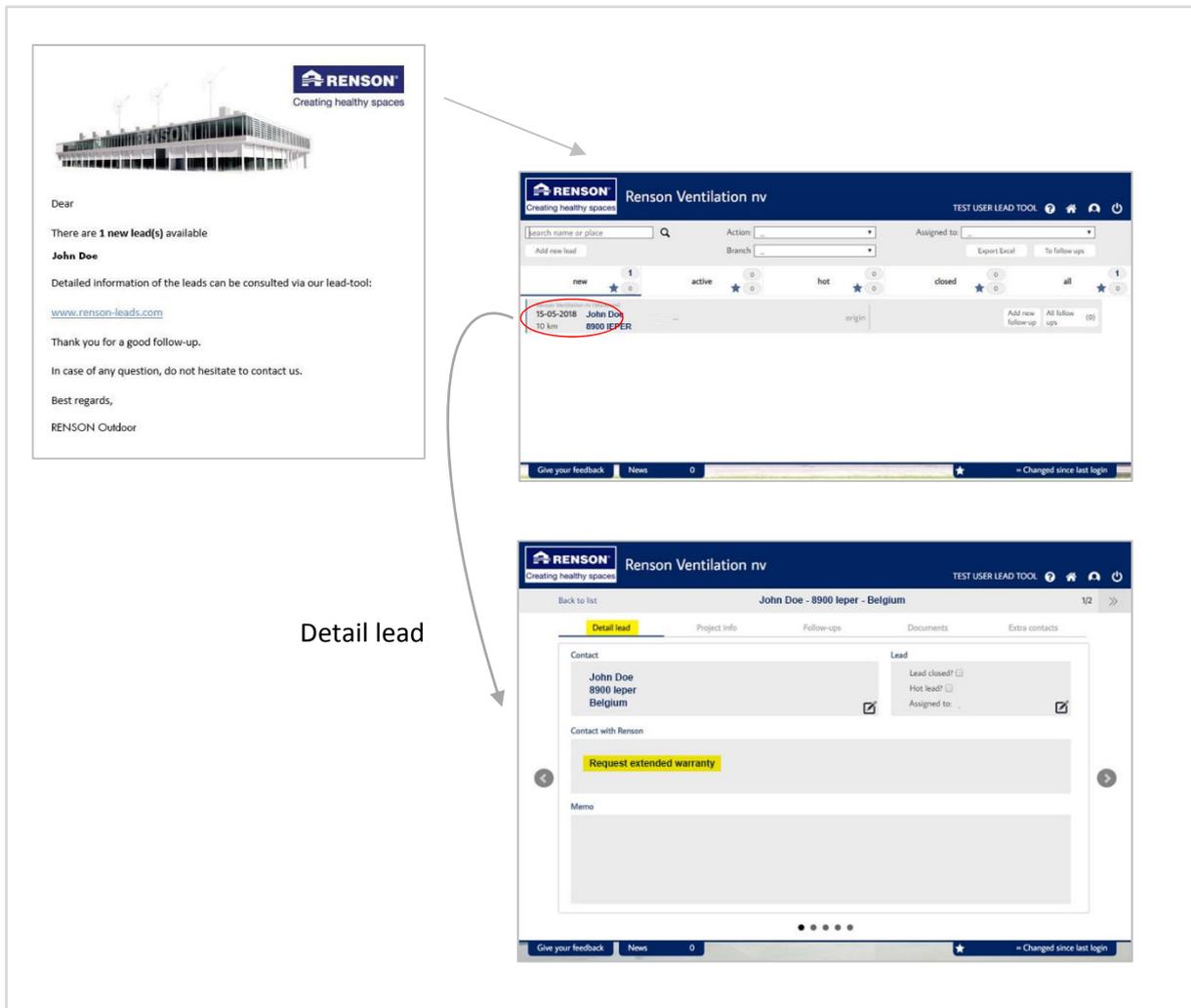
The end customer needs this number for his extended warranty request.

The left page with the warranty number and details of end customer must be kept by the Ambassador/Salespoint.



2) Registration for extended warranty

If the end customer registers for extended warranty, the Ambassador/Salespoint you will receive a notification in the lead tool.

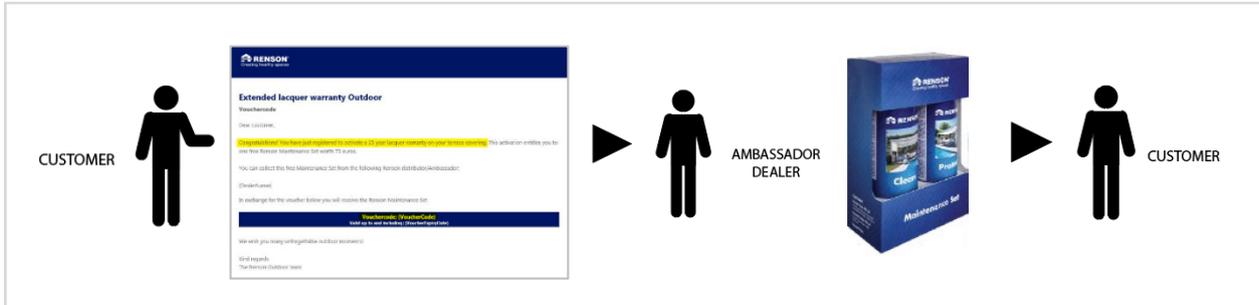


The screenshot shows an email notification on the left and the lead tool interface on the right. The email is from Renson and states: 'Dear [Name], There are 1 new lead(s) available. John Doe. Detailed information of the leads can be consulted via our lead-tool: www.renson-leads.com. Thank you for a good follow-up. In case of any question, do not hesitate to contact us. Best regards, RENSON Outdoor'. The lead tool interface shows a list of leads with a red circle around the lead for 'John Doe' (15-05-2018, 8900 IEPER, Belgium). A 'Detail lead' label points to the detailed view of this lead, which shows contact information and a 'Request extended warranty' button.

3) Free Maintenance Set

The end customer goes to his chosen Ambassador/Salespoint with the vouchercode to pick up his free Maintenance set.

The Ambassador/Salespoint gives the set to the end customer.



4) Register the vouchercode in the lead-tool and receive a credit note.

Select the extended warranty lead in the lead-tool.

Click follow-up on the right and fill in the received vouchercode.

By entering this vouchercode, this Maintenance Set will be credited by Renson (Monthly).

