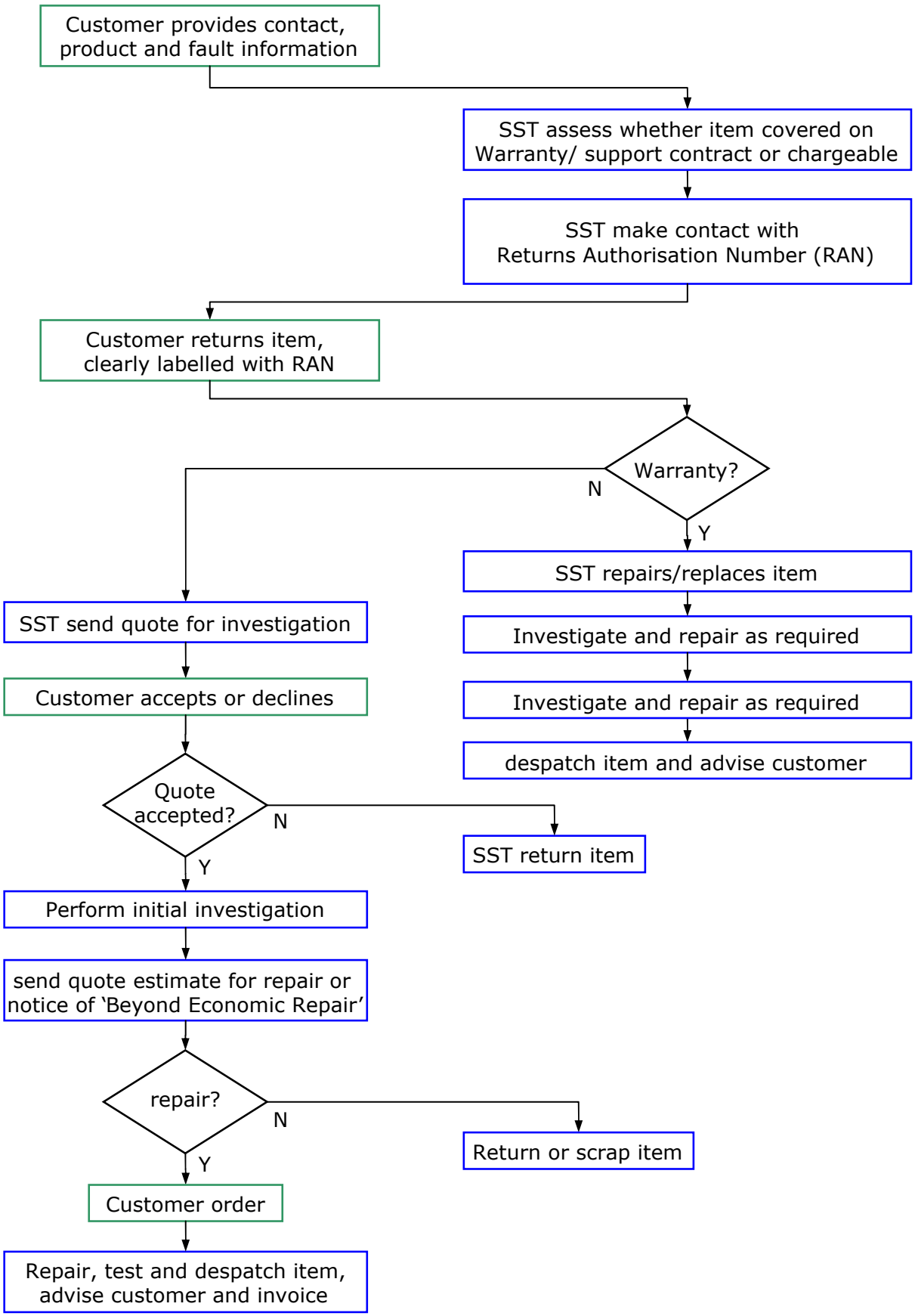
Customer provides contact, product and fault information
SST assess whether item covered on Warranty/ support contract or chargeable
SST make contact with Returns Authorisation Number (RAN)
Customer returns item, clearly labelled with RAN
Warranty?
N
Y
SST repairs/replaces item
Investigate and repair as required
Investigate and repair as required
despatch item and advise customer
SST send quote for investigation
Customer accepts or declines
Quote accepted?
N
SST return item
Y
Perform initial investigation
send quote estimate for repair or notice of 'Beyond Economic Repair'
repair?
N
Return or scrap item
Y
Customer order
Repair, test and despatch item, advise customer and invoice