

Jaguar Land Rover

2. UK Delivery Process

Claim Management Procedures

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Presented by Sevatas

Procedure: JL00007
JLR - RMP: 25.03



Contents

1. Flow Chart of Process **Page 3**

The flow chart is a simple overview guide to how the process works. This can be used as a quick referral point to establish which section of the process should be followed.

2. UK Delivery Procedure **Page 4**

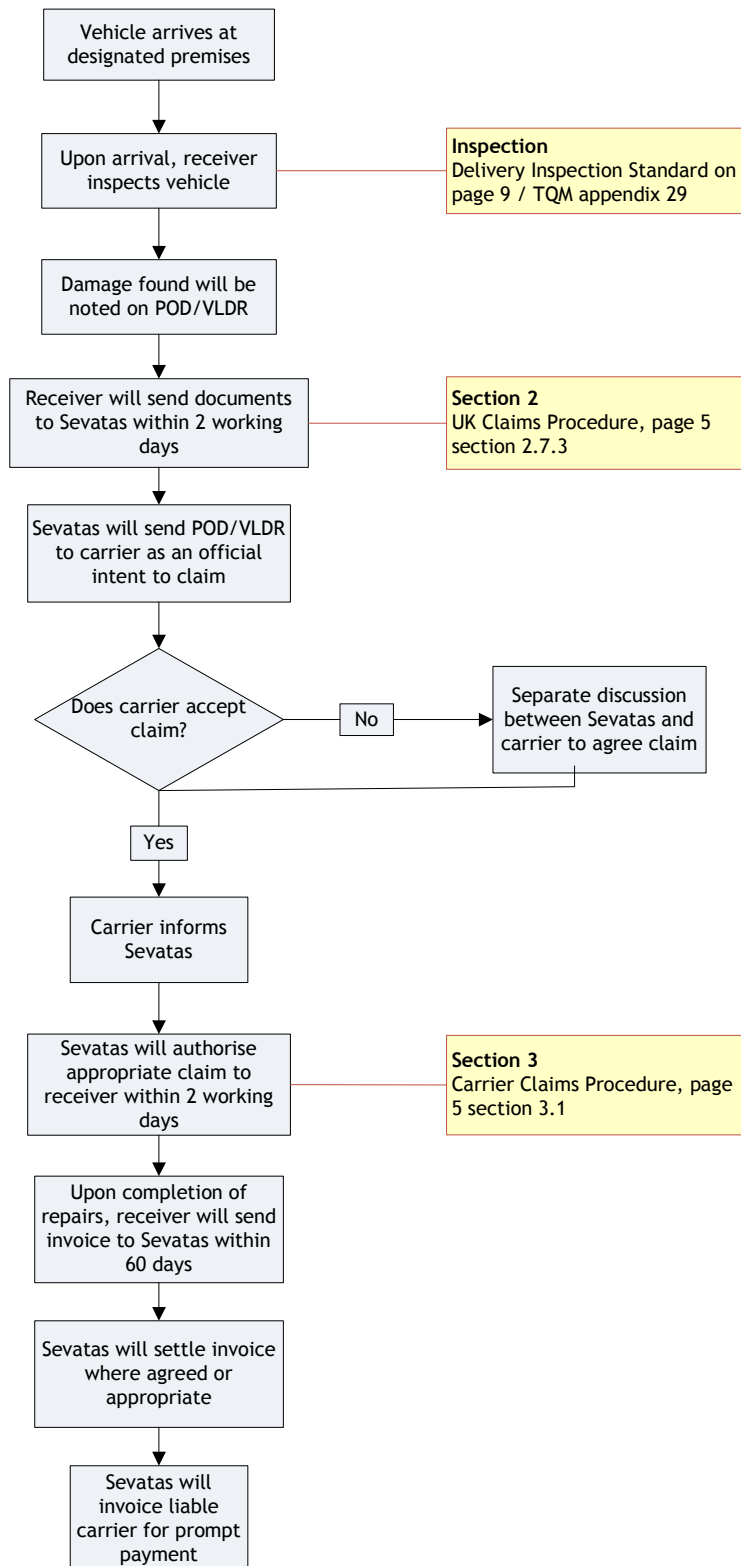
The procedure provides instructions on what to do on receipt of a vehicle and how to submit a claim to Sevatas in the event of transit damage being identified.

3. Delivery Inspection Standard **Page 9**

The inspection standard is a guideline to help you establish if your claim relates to transit or non transit damage.

Flow Chart of Process

Jaguar and Land Rover - Claim Process



UK Delivery Process - Claims Management Procedure

Section 1 Receiving Vehicles

- 1.1 Immediately upon arrival at the designated premises a full Transportation Damage inspection **MUST** be carried out to assess the condition of the vehicle in accordance with the JLR Delivery Inspection Standard as per page 9 (or appendix 29 of the TQM).

IMPORTANT

The inspection **MUST** be carried out in the presence of the driver. (For 'out of hours' deliveries please see SECTION 2.7. for guidance)

The inspection **MUST** be carried out whilst the vehicle is in a transit condition. Washing of the vehicle, removing vehicle protection, all PDI activity is prohibited until the inspection is completed.

- 1.2 Where the vehicle is considered free of any transit damage, the receiver need only sign the Proof of Delivery (POD) and retain a copy.

Section 2 If a Vehicle has Transit Damage

In the event of transit damage being identified...

- 2.1 The dealership **MUST** sign and clause the POD with the transit damage identified against the appropriate vehicle chassis number at the time of delivery.
- 2.2 The date vehicle received, transport company name and driver's signature **MUST** be entered on the POD. The receiver's representative must sign and print their name to confirm receipt of vehicle.
- 2.3 A detailed estimate of repairs **MUST** be raised and include:-
- Labour
 - Parts
 - Paint and Materials
 - Photographs
- 2.4 The estimate must together with a copy of the clausured POD, **MUST** be forwarded to Sevatas within 2 working days of receipt of the vehicle.
- 2.5 The dealership **MUST** retain a copy of the clausured POD.

IMPORTANT

When charging for replacement parts, prices should be the net price and not customer price.

- 2.7 For vehicles delivered outside of normal business hours or subsequently identified with underbody damage...
- 2.7.1 Transit damage MUST be established on the next working day following delivery. Underbody damage must be established within 4 working days following delivery.
- 2.7.2 Advice of the damage MUST be emailed or faxed to Sevatas immediately clearly stating 'out of hours' or 'underbody' with the time and date of delivery clearly noted.
- 2.7.3 The estimate must be sent within 2 working days of the delivery.
- 2.8 For the purpose of actions undertaken from Sevatas and the carrier following submission of your claim, claims received by Sevatas after 16:00 will be deemed as being received on the next working day.

IMPORTANT

Manufacturing items will not be accepted as transit damage. Please see 'Delivery Inspection Standard' on page 9 (or appendix 29 of the TQM) for guidance.

If a POD is sent without an estimate, this will not be accepted or processed until a repair estimate is provided.

When the original submission is sent in within 2 working days as defined in 2.1 and 2.5 but there are discrepancies, Sevatas will send a request by either fax or email to resolve this. A further 3 working days will be accepted as a time extension to respond. If Sevatas do not receive a response within the total 5 working days the claim will be rejected.

Section 3 Repair Authorisation

The carrier's engineer has 2 working days from receipt of the estimate in which to arrange inspection of the vehicle.

- 3.1 Sevatas will inform you after 2 working days if repairs may commence.
- 3.2 If further damage is found during dismantling of the vehicle for repair, which has had been caused by the original impact, repairs MUST stop and a revised estimate sent to Sevatas immediately. This will start a further 2 working day inspection period.

IMPORTANT

Repair work MUST NOT commence until written authority to proceed has been given by Sevatas. If repairs commence before written authority is given by Sevatas, the claim will be rejected

The authorisation may be delayed for reasons beyond Sevatas control. Sevatas will however keep you informed of the current position.

Section 4 Estimates Exceeding £1,000

- 4.1 If the estimate repair cost exceeds £1,000, Sevatas will contact you immediately to confirm if an independent assessor's report is needed to verify the claimed amount.
- 4.2 Sevatas will arrange for the independent assessor to attend and will settle the costs directly.

IMPORTANT

Repair work **MUST NOT** commence before this survey has been completed.

Section 5 Outsourced Repairs

- 5.1 Where the repair has been outsourced, the outsourced repairer's costs must be settled directly by the receiver.
- 5.2 The receiver must then raise an invoice for repair costs, excluding VAT, to Sevatas, including a copy of the outsourced repairer's invoice.

IMPORTANT

Should a claim be sent to us without the outsourced repairer's invoice attached, the claim will be rejected.

Outsourced repairers must be approved JLR repairers.

Section 6 Replaced Parts

- 6.1 All replaced parts **MUST** be kept for a period of 20 days from delivery date as the carrier may want to collect or inspect the parts.

This process must be arranged between the carrier and the receiver.

IMPORTANT

If parts are not available to the carrier within the 20 day period, this will result in non-payment of your claim. Standard insurance practice entitles the liable party to the right to own any removed part following completion of repairs. Only those parts removed or replaced during the transit repair are expected to be kept and made available to the carrier. Should the carrier need an extension to the 20 days, this should be arranged between the carrier and the receiver.

All damaged wheels are to be destroyed and not made available to the carrier.

Section 7 Presentation of Claims for Payment

- 7.1 Immediately after the repairs have been completed and within 60 days of the authorisation date from Sevatas, the claim **MUST** be forwarded either via email or to the following address by post. The invoice must be addressed to either Jaguar Cars or Land Rover, dependant on which manufacturer the repair invoice relates to:

Jaguar Cars	Land Rover
c/o Sevatas	c/o Sevatas
St Vincent House	St Vincent House
1 Cutler Street	1 Cutler Street
Ipswich	Ipswich
IP1 1UQ	IP1 1UQ
United Kingdom	United Kingdom

IMPORTANT

Please ensure to include your banking details with the invoice, in order for prompt payment to be made.

If your invoice can not be sent to us within 60 days due to reasons beyond your control, e.g. delayed parts, please inform us so we can extend the time when necessary.

- 7.2 All claims submitted **MUST** be supported by the following documentation.
- Outsourced repairer's invoice, where appropriate (this refers to Section 5)
- 7.3 The repair work and amount claimed **MUST** relate to the preliminary damage and repair estimate advice emailed/faxed to Sevatas. Approved JLR repair times (or other agreed times) **MUST** be used for all work undertaken.

Section 8 Contact Points

- 8.1 Should you have any questions or queries regarding the process please contact the following:

Sevatas	T: + 44 (0) 1473 346100
St Vincent House	F: + 44 (0) 1473 346093
1 Cutler Street	E: jaguarlandrover@sevatas.com
Ipswich	W: www.sevatas.com
IP1 1UQ	
United Kingdom	

Section 9 In the Event of a Complaint

- 9.1 Should you have a complaint relating to the handling of your claim please contact us.
- 9.2 We shall respond within 2 working days to acknowledge your complaint, advise who will be dealing with your complaint and when a more specific response can be anticipated.
- 9.3 We will aim to respond to your complaint with a specific response within 5 working days.

Section 10 Endorsements

Any applicable endorsement to this procedure will appear here.
Endorsements: - None 01/03/2008

IMPORTANT:

Failure to comply with this procedure will result in the rejection of your claim in part or in full.

Transit Damage Inspection Guidelines

This document is a guide to help you establish if your claim relates to transit or non transit damage. 'Transit' items must be claimed via Sevatas and 'Manufacturing' items via JLR.

In accordance with Section 1 of the UK Delivery Process, the inspection MUST be carried out immediately upon arrival at the designated premises whilst the vehicle is in a transit condition.

Washing of the vehicle, removing vehicle protection and all PDI activity is prohibited until the inspection is completed.

Damage Description		Damage Categorisation	
		Transit Damage	Manufacturing
1.	All damage as a result of an impact during transportation.	✓	
2.	Manufacturing production press marks, wavy panels, plastic moulding defects, incorrect build.		✓
3.	Paint damage that is visible with all the doors, tailgate/boot and bonnet closed. Paint damage to driver's door edge, sill where not protected.	✓	
4.	Paint damage that cannot be seen with all the doors, tailgate/boot and bonnet closed.		✓
5.	Paint chips caused during transit.	✓	
6.	Paint chips on the edge of panels that are a direct result of an adjacent panel touch, poor fit during build at factory or panels locked in transit mode.		✓
7.	Blemishes on unpainted bumpers or unpainted exterior trim that cannot be detected by touch. Paint colour mismatches, dirt in paint, poor paint finish.		✓
8.	All damage/scuff marks on bumpers or exterior trim that can be detected by touch.	✓	
9.	Glass damage including exterior scratches, broken, cracked windows, lights, indicators.	✓	
10.	Interior scratches on window glass, lights, indicators and windscreen stress cracks / implosions.		✓
11.	All missing items stored in sealed areas or in under body locations.		✓
12.	Loose items, where broken seals are reported.	✓	
13.	Damage to interior components out of the reach of the driving position.		✓
14.	Damaged to interior items within the reach of the driving position.	✓	
15.	All damages under film / protective wax.		✓
16.	Soiled interior components that are within reach of the driving position.	✓	
17.	Soiled or damaged interior components that are not within reach of the driving position.		✓
18.	Tyre sidewall damage, wheel trim where fitted, nail in tyre, tyre tread damage	✓	
19.	Dents and scratches on alloy wheels of a transit nature.	✓	
20.	Dents and scratches on alloy wheels caused during build/ fit at factory and missing valve caps		✓
21.	Bird lime and air borne contamination.	✓	