

Jaguar Land Rover

4. Worldwide Delivery Process

Claim Management Procedures

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Presented by Sevatas

Procedure: JL00002
JLR - RMP: 25.03



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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.

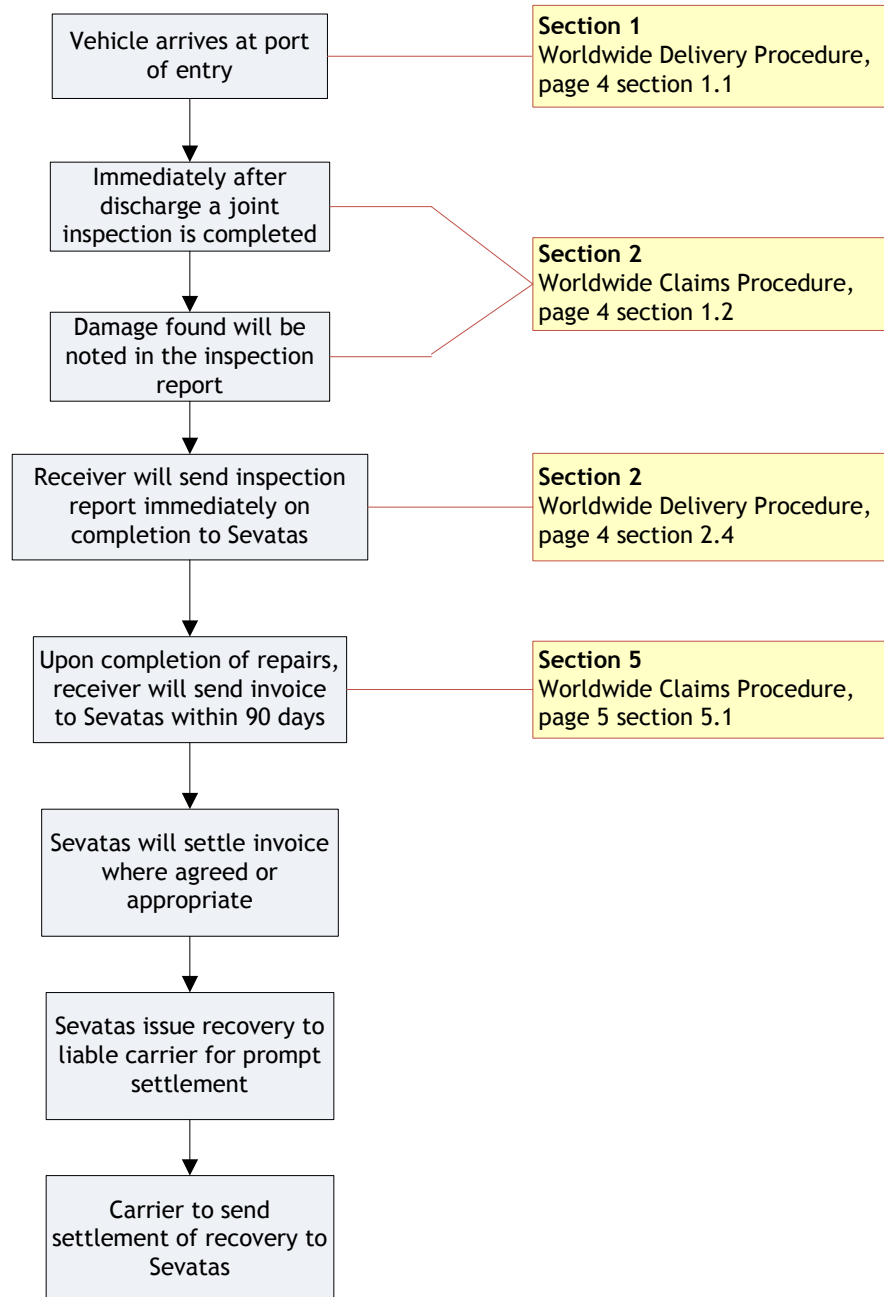
2. Worldwide Delivery Procedure **Page 4**

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 7**

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

Flow Chart of Process



Worldwide Delivery - Claims Management Procedure

Introduction

Transit damage liability is provided by Jaguar Cars and Land Rover for their overseas shipments of vehicles dependant upon the Terms of Sale. The liability is against “All Risks” of loss or damage from the time leaving the UK factory to the point of delivery to the receiver. In order for a claim to be substantiated there has to be an accidental damage or loss.

Section 1 Receiving Vehicles

- 1.1 Immediately after discharge from the vessel at the first point of rest at the quayside, 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 7 or (appendix 29 of the TQM).

The inspection **MUST** be carried out 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.

- 1.2 The inspection arrangements must be completed on a joint basis between the shipper and receiver. Both signatures must be obtained to confirmed the condition of the vehicle on handover.

Section 2 If the Vehicle has Transit Damage

In the event of transit damage being identified...

- 2.1 The inspection report must list all vehicles with transit damage identified against each appropriate chassis number.
- 2.2 Against each damaged item, the inspection must state:
- Panel damaged e.g. Rear Bumper
 - Type of Damage e.g. Scratch, Dent, Chip
 - Repair Type e.g. Paint, Polish, Touch Up
 - Cause of Damage e.g. SST - Some stage in transit
- 2.3 An estimate of repair must be provided for each damaged item per vehicle noted. This must include:
- Labour
 - Parts
 - Paint and Materials
 - Photographs
- 2.4 Once the inspection is completed, the report must be forwarded to Sevatas immediately in order to support future claims.

IMPORTANT

Manufacturing items will not be accepted as transit damage. Please see 'Delivery Inspection Standard' as per page 7 (or appendix 29 of the TQM) for guidance.

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

Section 3
Estimates Exceeding \$1,800

- 3.1 If the estimate repair cost exceeds \$1,800, or equivalent in local currency, the receiver must contact Sevatas immediately to confirm if an independent assessor's report is needed to verify the claimed amount.
- 3.2 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 4
Outsourced Repairs

- 4.1 Where the receiver has outsourced the repair, the outsourced repairer's costs must be settled directly by the receiver.
- 4.2 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.

Section 5
Presentation Of Claims For Payment

- 5.1 Immediately after the repairs have been completed and within 90 days of the delivery of the vehicle, the claim **MUST** be forwarded to the following address via email or post and the invoice addressed to either Jaguar Cars or Land Rover, dependant on which manufacturer the repair invoice relates to:

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

Land Rover
c/o Sevatas
St Vincent House
1 Cutler Street
Ipswich
IP1 1UQ
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.

5.2 All claims submitted **MUST** be supported by the following documentation.

- Original repair invoice excluding VAT or local equivalent
- Outsourced repairer's invoice, where appropriate (this refers to Section 4)
- Copy of the Bill of Lading
- Copy of the inspection report

5.3 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 6 Contact Points

6.1 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 7 In The Event Of A Complaint

7.1 Should you have a complaint relating to the handling of your claim please contact us.

7.2 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.

7.3 We will aim to respond to your complaint with a specific response within 5 working days.

Section 8 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 Worldwide 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.	✓	