

# ZEPRO CUSTOMER DELIVERY INSPECTION

## ERROR

Serial number(s) *mandatory*

Order number(s)

Error description *mandatory*

## AFFECTED PARTS

Quantity	Part number or description
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X

X

X

X

X

X

X

## REIMBURSEMENT

Replacement parts to be sent to the following address

Man-hours to be credited

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## THE CDI PROCESS

- CDI claims are used to report issues discovered by the customer upon receiving the product, including but not limited to: missing, incorrect and damaged parts.
- An issue may be reported as a CDI as long as the product remains at the dealer or bodybuilder. As soon as the vehicle on which the product is installed on leaves the bodybuilder, the issue stops being a CDI and must be must be reported as a warranty case instead.
- Visible damage to the product must be reported to the truck driver/transport company during unloading. A signed receipt must be obtained and attached to the CDI claim.
- Unless agreed otherwise beforehand, the customer will be reimbursed for any costs incurred due to the issue with a credit note. Zepro will not pay any invoices.
- Zepro reserves the right to deny a CDI claim if:
  1. The product has been used.
  2. The product is older than 6 months.
  3. The information provided is insufficient and not completed upon request in a timely manner.
  4. The information provided is incorrect and can be proven as such.
  5. The reimbursement demands are deemed excessive.

