

**AZ ARCHITECTURE AND CONSTRUCTION INVESTMENT COMPANY LIMITED**

# **WARRANTY PROCESS FOR CUSTOMERS**

Document Code: QTBH/2023/QT03

## I/ OBJECTIVES, REQUIREMENTS:

### 1. Standardization and Detailing of Warranty & Maintenance Steps After Handover

- **Objective:** Develop a detailed and standardized process to ensure every step of warranty and maintenance is carried out consistently and accurately, enhancing transparency in AZA's after-sales service.
- **Details:** The process includes receiving warranty requests, surveying the site, classifying cases, providing treatment solutions, and inspecting and handing over to customers, ensuring each step adheres to standards.

### 2. Ensure the professionalism of the Warranty & Maintenance Department

- **Objective:** Enhance professionalism in the working methods, communication, and handling of requests by the warranty and maintenance department.
- **Details:**
  - Ensure all customer requests are received, processed, and responded to quickly and accurately, in accordance with the committed time and AZA's service standards.
  - Ensure smooth coordination between internal departments from receiving requests to handling on-site and completing warranties.

### 3. Contributing to strengthening after-sales customer care

- **Objective:** This process is a crucial part of AZA's customer care strategy post-handover. It ensures customer warranty benefits and demonstrates the company's commitment to dedicated and long-term support.
- **Details:** Ensure customers always feel assured and trust in AZA's services through a timely and efficient warranty and maintenance process, building long-term trust.

### 4. Enhancing the Quality of After-sales Service

- **Objective:** Implementing a warranty is not only about troubleshooting but also an opportunity to improve the customer experience and enhance the company's professional image.
- **Details:** Quickly and effectively handled warranty items will enhance the quality of after-sales service, increase customer satisfaction, and build the image of a reputable and responsible brand.

### 5. Complete the Warranty and Maintenance Record Storage and Retrieval System

- **Objective:** Establish and maintain a scientific record-keeping system, including detailed information on each warranty request, handling status, site reports, remediation plans, and acceptance records.

- **Details:** Ensure relevant departments can easily look up and retrieve warranty records for each customer, increasing the efficiency of warranty work and quickly responding to customer search requests.

## II/ RELATED DOCUMENTS

- Warranty Request Form, Repair Registration Form **AZ/BMBH/01-2020/PBH**



rev00\_Warranty  
Form - Phieu yeu cai

- Report and proposed corrective solution forms **AZ/BMBH/02-2020/BCKPSC**



Defect list report  
and solutions - Bao

- Warranty and repair work inspection form **AZ/BMBH/03-2020/NTBH**



rev00\_Warranty  
minutes of inspectic

- Warranty system guideline file:

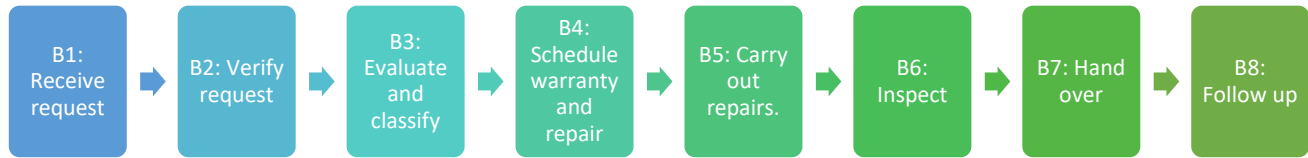


rev00\_Warranty  
System Guideline.pc

## III/ DEFINITIONS:

1. **"Contractual Warranty"**: Applies to problems or damages covered by the warranty specified in the terms of the contract signed with the customer.
2. **"Warranty Coverage"**: Warranty related to the quality of the construction and furniture items after handover, including technical damages caused by errors during construction or installation by party B.
3. **"Survey"**: Measurement, photography, and data collection at the site of defects that need to be warranted, to make a report and a specific remediation plan..
4. **"Remediation recommendations"**: Offer a plan to repair or replace damaged items based on experience, knowledge of construction techniques and materials, and information from the current situation report at the site.
5. **"Warranty Period"**: The warranty period is specified in the contract signed with the customer, usually 12 months from the date of signing the record of inspection and handover of the project to be put into use.

#### IV/ PROCESS EXPLANATION:



##### Step 1: Receiving Warranty Request:

- Customers contact through service channels such as phone, email, or the company's online warranty system.
- Staff receive detailed information from customers, including product information, problem descriptions, and specific warranty requests.
- **Warranty Contact Information:**

<b>Warranty Email</b>	cskh2@azarchitectsvn.com
<b>Hotline</b>	+84-708-937-150
<b>Contact Person</b>	TRAN MINH PHUONG (Mr.)
<b>Office</b>	65-67 Hoa Sua Str.,Cau Kieu Ward, HCMC

##### Step 2: Verify Warranty Information:

- Check the warranty contract or proof of purchase to determine the condition and warranty coverage of the product.
- If the product is within the warranty period and eligible, proceed to the next step. Otherwise, inform the customer of alternative support steps.

##### Step 3: Evaluate and Classify Warranty Issues:

###### 1. Inspection and Assessment of Damage:

- Technical staff will conduct a detailed inspection at the site to assess the damage and determine the specific cause.
- Initial Response Time:** Within 24 hours of receiving the warranty request, the Warranty Reception will confirm with the customer the inspection schedule and estimated processing time.

###### 2. Classification of the Urgency of the Warranty Issue: After the evaluation, the warranty issue will be classified according to 3 levels:

- Serious (Emergency):** Greatly affects the use of the building, with the risk of causing damage or unsafety.
  - **Processing time:** Within 48 hours of completing the inspection and assessment, provide a corrective plan and implement the remediation immediately.
  - **Customer notifications:** Daily processing progress updates via email or phone.
- Medium:** Affects the aesthetics or usability of the building but does not pose a danger.
  - **Processing time:** Within 5 working days from the completion of inspection and assessment.

- **Customer notifications:** Periodic progress notifications, at least twice a week, until completed.
- c. **Mild:** Minor issues that do not significantly affect the functionality or aesthetics of the building.
  - **Processing Time:** Within 10 working days from the completion of inspection and assessment.
  - **Customer Notifications:** Notify the customer of the progress and expected completion time.
- 3. Quick Processing Process in Case of Emergency:**
  - If the customer requires urgent handling (in case of a serious problem), prioritize transferring the information to the Technical department for immediate evaluation and processing.
  - **Response Time for Urgent Requests:** Within 4 hours of receiving urgent requests from customers, confirm the inspection time and notify the initial remedial plan.
- 4. Progress Reports and Updates:**
  - The Technical Department must send a progress report and update the status of the remediation to the Warranty Reception Department to keep the customer informed.
  - A summary report is required when the repair is completed for the customer to sign for acceptance.

#### Step 4: Schedule Warranty and Repair:

- Determine the specific warranty time and plan (repair on site or at the factory).
- Inform the warranty schedule to customers and confirm the location and duration of the warranty.

#### Step 5: Proceed with the Repair or Replacement:

- Carry out repair or replacement works of the defective part as recorded.
- Record in detail the work done in the company's warranty system.

#### Step 6: Quality Inspection After Repair:

- After completing the warranty, conduct a re-inspection to ensure the problem has been completely fixed.
- If the product meets the quality standards, proceed to the handover step.

#### Step 7: Handover and Confirm with Customers:

- Hand over the warranted product to the customer, instruct for use if necessary.
- Get confirmation from customers of warranty quality through signatures or feedback.

#### Step 8: Follow-up and Record Feedback After Warranty:

- After completing the warranty, record the customer's feedback on the warranty experience.
- This information will help improve the quality of warranty service in the future.

-----  -----