

2023 Speed Queen Policies

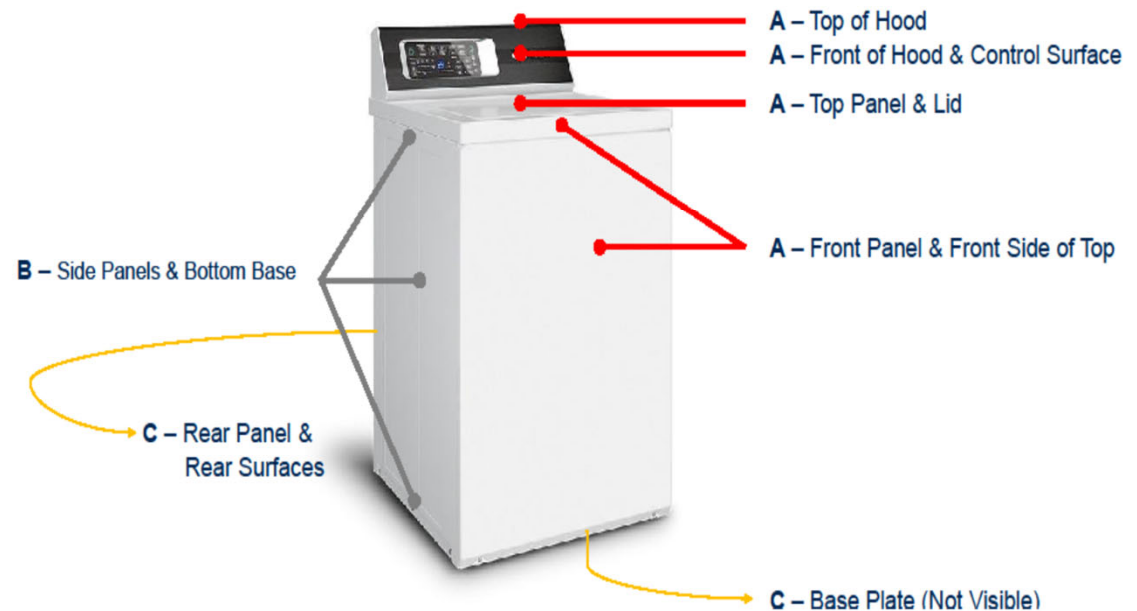


2023 Speed Queen Concealed Damage Program

- Damage Size 1-3 inches
- A - \$90 (Visible)
- B - \$70 (Sides)
- C - \$50 (Back/Nonvisible)

Guidelines for Approval:

- Picture of damage, Model, Serial number, Direct or Distributor, locations of damage, & Dealer is required for credit approval.
- Notes (Example) - John's Appliance – Damaged lower left front panel
- **Anything inside the tub should be repaired under warranty. And will fall under resell allowance policy.**



Resell Allowance (NOT a Field Scrap)

Reasons For Consideration:

- Multiple service calls
- Current parts challenges (Delayed longer than 30+ days)
- Unit serviced within first 30 days (consumer confidence)
- DOA is not a reason

How will you process and receive payment of resale allowances:

- Resell Credits (Dealer to resell) will be processed through Potter Distributing once all repairs are completed.
 - » Need to provide model w/ serial#
 - » Must also include service invoice with the defect/issue of unit ** DOA is not a Reason **
 - » Resell Credit of **\$100-\$200** will be offered depending on issue
- Equipment Scraps – Processed by WeCare Team (all information must be submitted direct)
 - » Follow WeCare exchange guidelines – Serial numbers of old and new unit will be needed along with details of defect and parts on order.

WeCare Exchange Requests

Speed Queen Expectations:

- Exchanges take priority
- Must have new serial# for credit
- Push/Pull must be approved
- Unless stated scrap old unit
 - Serial tag must be removed and mailed to Mfg. Directly
- Keep all communications within the original email request sent by WeCare

Email Example:

Hi there,

I have authorized the exchange of this machine. Can you work with the dealer to see if they have this model to exchange with? If not, please let me know what they have so we can work that out with the customer.

Michael Jarvis
559 A 3rd Street
Daytona Beach, FL 32117
386-566-0326

Serial 2006073031
Model Number ADE3SRGS175TW01
Installation Date 7/28/2020

Brandon with Babcock Furniture - Calling for customer (Dealer)
brandon.smith@badcock.com
386-547-0347
1530 Mason Ave
Daytona Beach FL 32117