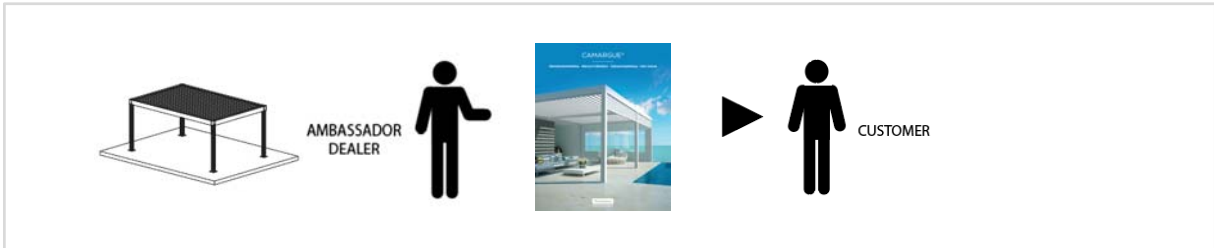


### Extended warranty procedure

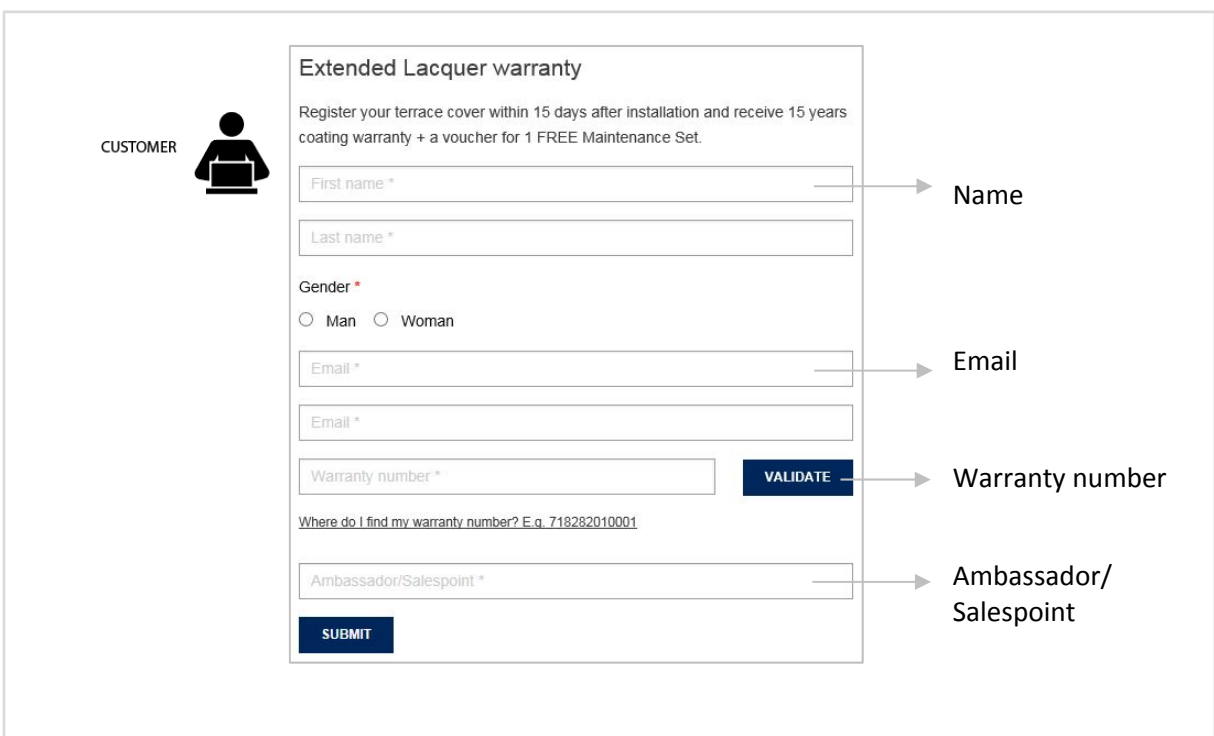
1) After installation, the installer hands **the user manuals** to the end customer



2) The user manual includes **the warranty number** of the patio cover. The end customer needs this number for his extended warranty request. The left page with the warranty number and the details of the end customer must be kept by the Ambassador/Salespoint.



3) The end customer send his request for extended warranty by **registration** on [www.renson-outdoor.com/warranty](http://www.renson-outdoor.com/warranty)

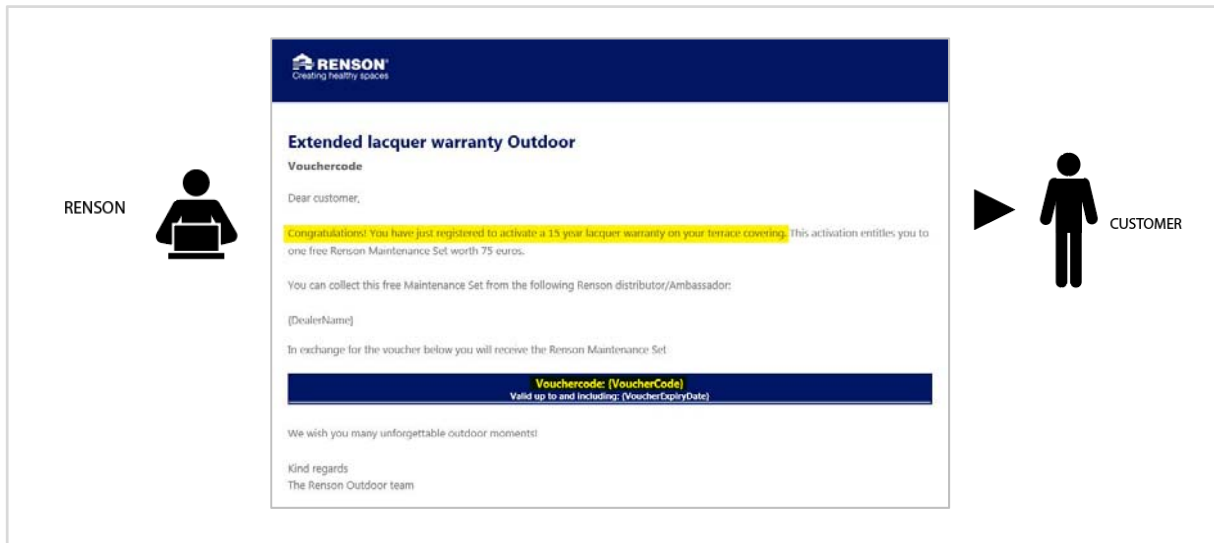


The screenshot shows the 'Extended Lacquer warranty' registration form. A stick figure icon labeled 'CUSTOMER' is on the left. The form contains the following fields and elements:

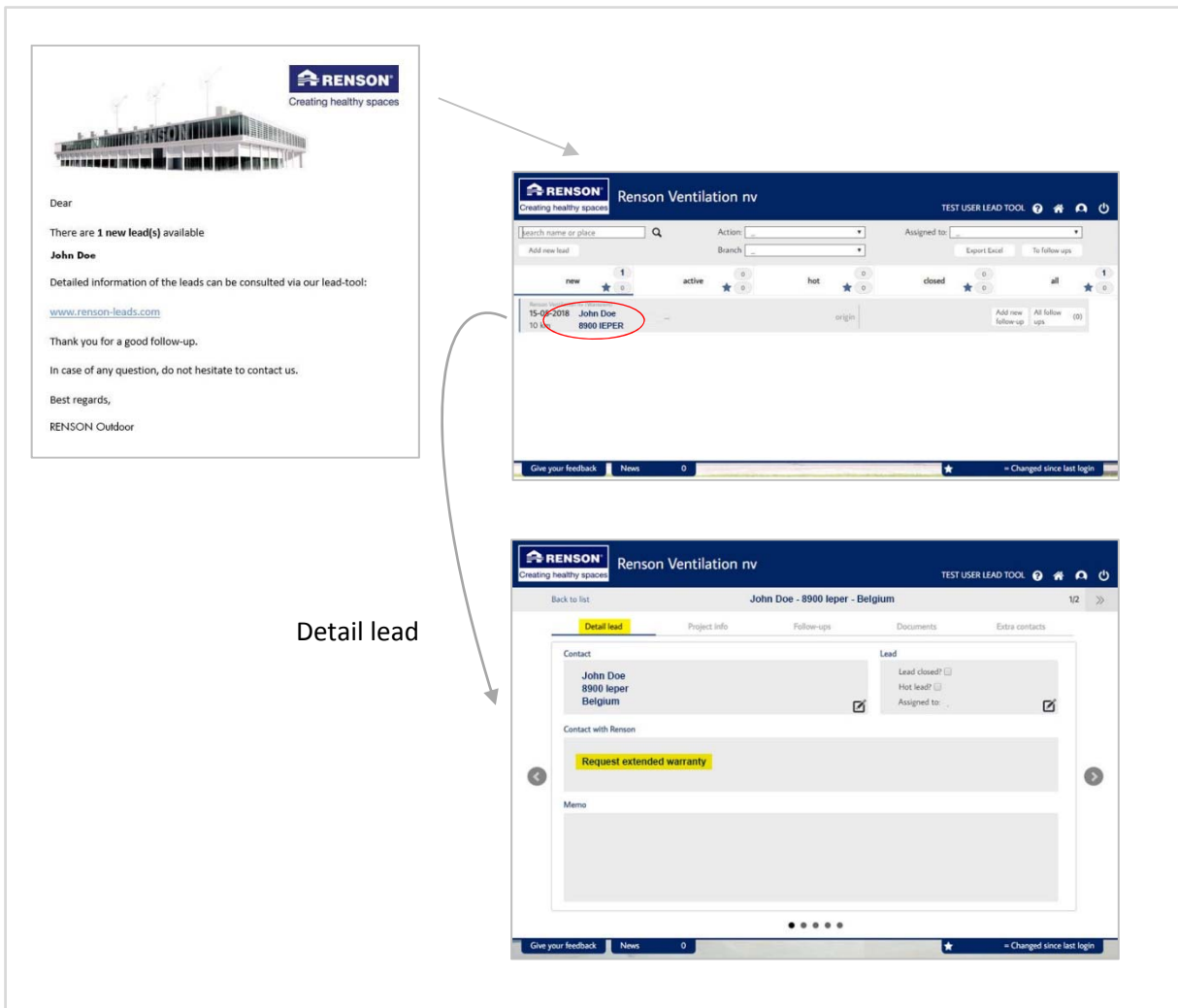
- Name:** First name \* and Last name \*
- Gender:** Radio buttons for Man and Woman
- Email:** Two email address fields \*
- Warranty number:** A text field with a 'VALIDATE' button next to it.
- Ambassador/Salespoint:** A text field with a 'SUBMIT' button below it.

Below the warranty number field, there is a link: 'Where do I find my warranty number? E.g. 718282010001'.

- 4) The end customer receives a confirmation which contains a **voucher code for 1 Free Maintenance Set**. The voucher is valid for 2 months after registration.



- 5) The Ambassador/Salespoint is informed via the **lead-tool** about the registration of extended warranty. The end customer want to pick up the free maintenance set from him.



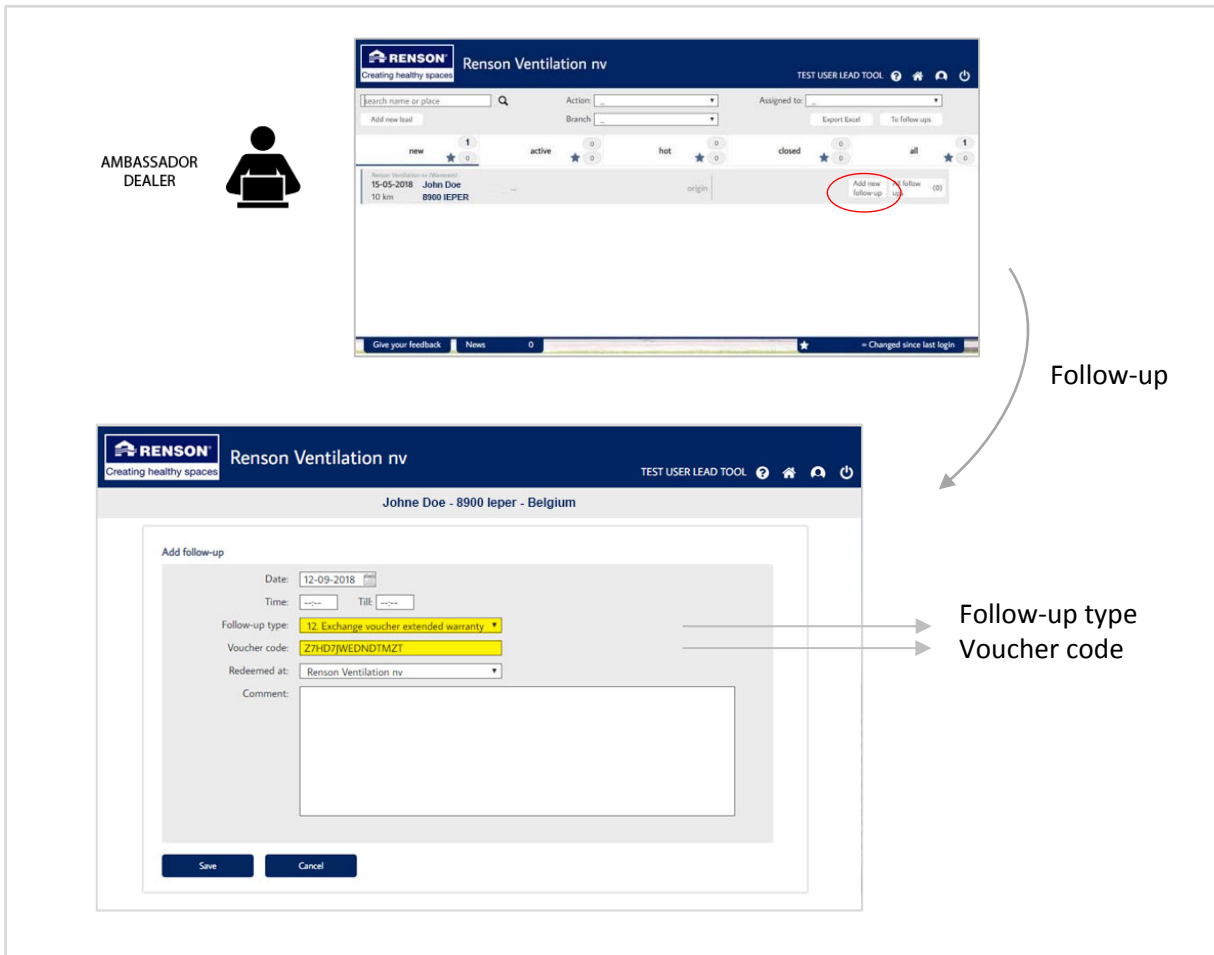
6) The end customer goes to his chosen Ambassador/Salespoint with the voucher to pick up his **free Maintenance set**.



7) The Ambassador/Salespoint gives the set to the end customer.



8) The Ambassador/Salespoint registers the voucher in the lead-tool.



9) Renson makes a credit note for the Ambassador/Salespoint according to the number exchanged vouchers.  
(Monthly)

