



United Servicers Association

## “Jennifer’s Warranty Tips”

### Tip #3 – Whirlpool - Reimbursement for over sized freight



Are you getting reimbursed for the “over-sized” freight you are being charged on some warranty replacement parts? Whether you know it or not, there are some parts that shipping companies charge extra freight on. This expense can become very costly.

Make sure that Whirlpool is reimbursing you on freight for all of your over-sized warranty replacement parts.

Here are the steps:

- If your part invoice does not list freight, you will need to fax the Parts Distributor and ask for the charges on each over-sized part(s). (You must have something in writing with the Parts Distributor’s name on it.)
- File your warranty claim on ServiceBench like normal and put the over-sized freight in the “travel field” on the claim.
- Put an explanation of the freight charges in the comment box at the bottom of the claim; include the part(s) name that the freight was charged on.
- Fax a copy of the “proof of freight” bill or invoice to the Whirlpool Exceptions Team at 423-559-3605. Make sure you list your claim reference # as well as the ServiceBench claim # on the fax, your company name, Whirlpool account # and date.
- Mark the over-sized freight on your claim along with any labor and make sure you receive reimbursement when you are checking your claims for payment.

“Check back next month for warranty tip #4”

Best wishes,

*Jennifer*