NAPA Filter Claims Process

Step	Description
Initiation	Warehouse, store or end use customer calls 1-888-681-3769
	PGI Product Support Team member logs complaint and assigns a claim number (CCN#)
Claim return	If claim product is available, PGI PST member will create a shipping return label and email it to caller along with further instructions
Claim form	Claim originator fills out the claim form, properly packages the claim product, and ships product and form using provided UPS label.
Product receipt	Claim product is received at PGI Engineering Laboratory by Claims Engineer
	Claims Engineer logs receipt of product in Claims database
	Claims Engineer sends email to acknowledge receipt of claim product and claim form.
Claim processing	Claim product is photographed in received condition and marked with CCN#
	Claim product is reviewed, tested and determination is made
Claim response	Claims Engineer completes Engineering Response and emails to claim originator within 5 business days of receiving the claim product
Claim archive	Claims Engineer archives claim product to be held for 180 days in case of need for future reference or return to claim originator
Receipt gathering	If claim is valid, Claims Engineer contacts claim originator to collect receipts for reimbursement
	Any repairs performed prior to confirmation of manufacturing defect may be at claimant's expense if outside the scope or level of appropriate repairs
Receipt review	Product Support Team reviews receipts and determines appropriate level of reimbursement
Reimbursement	Information is given to PGI Accounting Team for payment processing