

**To: All Ivy Lane Service Centers**  
**From: Brad Barrett**  
**Date: 11/8/17**  
**Subject: Wiper Blade Warranty Process**

## **Wiper Blade Warranty**

When you find it necessary to replace a customer's wiper blade(s) due to a product performance issue there is a process you should follow.

1. **Determine that replacement of wiper blades at no charge is appropriate.**
2. **Enter new wiper blades properly on the current invoice.**
3. **Use the discount code GRWW to discount off the price of the new blades as a line item discount. You are limited to a maximum of 3 uses of this discount per invoice.**
4. **Only a Senior Technician or above will be authorized to use the GRWW discount code. You will also be prompted for an explanation for the reason you are discounting the blades.**
5. **Save the old blades for your Area Manager to review and audit prior to disposal.**

The discount code will allow you to change the discount amount to the cost of the blades.  
Please adjust as needed so that the blades are invoiced at \$0

If you fail to use this code on warranty blades you will not be reimbursed and this will be an expense to your location.

**If you have questions please contact your AM**