

Novco Parts Plus

Labor Request Guidelines

We are happy to issue immediate credit for the product in question. Unfortunately, manufacturers do not pay labor. However, when the time comes that you have a question about a product, we are happy to help submit information to the factory about their products performance.

The factories want to know if they have a problem with a particular product. If they determine the product has a problem they will respond by issuing a national recall and compensation accordingly. When their product engineers determine the product didn't fail, they will respond with an explanation, and sometimes goodwill compensation.

The following information is needed for their review:

1. Letter of explanation.
2. Copy of original invoice showing part number in question.
3. Copy of original repair order showing all dates, vehicle, product, mileage, & customer information.
4. Copy of replacement part invoice regardless of where the replacement part was purchased.
5. Copy of replacement repair order showing all dates, vehicle, product, mileage, & customer information.
6. Customer repair order must be in the original customers name, not the suppliers name or the request will be returned.
7. Alleged faulty unit.
8. Copy of RGA shipping bill to the factory including transportation bill of lading (we have had the factory loose the alleged faulty part).
9. Customer point person _____ .
10. Parts Plus Customer Service Representative point person _____.
11. Accounts Payable & Purchasing/Sales are warehouse point departments concerning all factory response information.
12. The quicker and better the information, the quicker we can get the factory response.

We know this is a big inconvenience to our customers and a speedy reply is our number one goal. Once all 12 items listed above are gathered & completed please submit to Missoula Warehouse, Attention (PBE lines), (Automotive lines) & (Office). We cannot do our job if the information is incomplete. The factory will return the request marked Insufficient Information, Request Denied.