

About Warranty Setup and Warranty Returns

- Warranty Setup provides a list of existing warranties that can be edited or deleted.
 - Warranties can be set up for battery, tire and 'none' which is any other type of part.
 - Battery warranties can be set up with:
 - Any length of time in month durations.
 - Free replacement, percent refund or for prorated refund.
 - Selection of the price level used to calculate the refund amount.
 - The refund percentage used to calculate the refund.
 - Returns added to a battery or a core manifest.
 - Tire warranties can be set up with:
 - Any length of time (hour, day, week, month, year, lifetime, limited lifetime), by miles or tread depth.
 - Free replacement or prorated refund.
 - Warranties for all other types of parts can be set up with:
 - Any length of time (hour, day, week, month, year, lifetime, limited lifetime).
 - Free replacement only.
- Note:** Free replacement can be set up with Refund or Prorate, but Refund and Prorate may not be used on the same warranty.
- Warranties can be set up for Standard or Commercial usage.
 - Warranties can be deleted, and if so:
 - Will be removed from the warranty list.
 - Will be removed from parts and non-sku parts.
 - Will not be available for new sales.
 - Cannot be deleted if on invoices where the warranty is not yet expired.
 - Warranties can be set as inactive, and if so:
 - Can be reset as active if needed.
 - Will be removed from parts and non-sku parts.
 - Will not be available for new sales.
 - Will honor existing sales with that warranty.
 - Will still be available for historical reporting.
 - Warranties are attached to parts by SUB TYPE so that only battery warranties can only be attached to parts with the Sub Type of BATT, tire warranties can only be attached to parts with the Sub Type of TIRE and other warranties can only be attached to parts with the Sub Type of NONE.

PW Warranties Overview

PWS PartsWatch R57.3

- Warrantied parts sold at POS and returned:
 - Are identified with a 'W' in the INFO field in the invoicing grid.
 - Can use right-click to display the warranty setup for the part.
 - Only apply to Defective returns.
 - Display the date of purchase, warranty period, duration used and the credit amount before completing the return.
 - Can be returned using a Standard or a Commercial usage warranty if both are attached to a part.
 - Automatically opens the Catalog lookup screen to replace warrantied returns before completing the return.
- Warranty parts are reported using the part SUB TYPE filter on several inventory reports.
- Warranty sales and returns are reported from the Lisa Transactions Report.
- Prorated warrantied returns are not reported in the Rebate Report. Free replacement parts are reported with a zero cost and a zero rebate value.