



RP ORDER SUBMISSION GUIDELINES

GARDNER DIXIE SALES WILL ONLY ACCEPT AND PROCESS RP REQUESTS (WARRANTY ORDERS) FOR WHICH WE ARE AUTHORIZED BY THE MANUFACTURER TO PROVIDE WARRANTY SUPPORT

CURRENTLY WE SUPPORT THE FOLLOWING BRANDS; MTD, HUSQVVARNA OUTDOOR PRODUCTS, POULAN WEEDEATER

1. All other warranty requests must be submitted to the manufacturer direct or an authorized service dealer.

** We do not provide warranty for Power Tool parts sold in the OPE department. (Cordless trimmers, hedgers, edger's unless they are manufactured by an authorized vendor)*

2. Warranty orders should be taken by the **Contact Center Agent at the point of call** from a National Retailer Account -This is the preferred process method.

- a) We will need to obtain the manufacturer's name, model and serial number of the Consumers Unit, if the warranty is for a Consumer (follow warranty protocol)
- b) Store Unit (**THIS INFORMATION MUST BE OBTAINED FROM THE EXACT UNIT**) and the reason the part is required. (Ex; missing, broken, bent, etc.) We will need the part number and quantities required. If the unit is out of warranty, the part must be ordered using the XP (store expense method)
- a) EF6 freight (Lowe's) is not charged for warranty orders
- b) *If parts are needed for store use (theft, resale repair, or Lowe's customer accommodation, there will be a charge for the part(s) as well as the applicable EF6 freight charge. These parts will typically need to be ordered as an XP – store expense order *
- + WARRANTY REPLACEMENT ITEMS ARE FOR NEW STORE STOCK THAT IS DAMAGED, MISSING, OR BROKEN A CONSUMER PURCHASE FROM THE STORE WITHIN 30 DAYS (proof of purchase dates required)

PER THE MANUFACTURER WARRANTY ITEMS DO NOT INCLUDE

NORMAL WEAR/ MAINTENANCE PARTS of Belts, Blades, Fuel/Oil caps etc... Chains, Hoses, Bars, Tires, Cables etc... PARTS/PRODUCT(S) THAT ARE DAMAGED DUE TO INCORRECT INSTALLATION OR IMPROPER USE OF THE PRODUCT BY THE CONSUMER OR END USER

Units or Product rated for Homeowner use, that are utilized for Commercial usage



OPE & POWER TOOL XP (STORE EXPENSE) ORDER SUBMISSION GUIDELINES

1. Complete XP transaction; *(per instructions as defined by the Lowe's Merchandising Operations Group)*
incomplete, illegible, incorrect documents will not be processed – stores will no longer be notified -

2. Freight charges should be listed as **Exceptional Freight** code **EF6** with a flat fee of **\$14.99 per order**

**** AK/HI STORES HAVE AN ADDITIONAL CHARGE OF \$19.00 PER STORE EXPENSE ORDER ** (EF3)**

EF1 - Next Day Air (Lowe's agent must call for quote- UPS will be used for the carrier, all charges apply)

EF2 - 2nd Day Air (Lowe's agent must call for quote – UPS will be used for the carrier; all charges apply)

EF3 - HI/AK *(must be included on each order – cost is an additional \$19.00 per order)*

EF6 - Parcel Ground Delivery (used for normal shipping of XP Requests \$14.99 Flat Fee per order)

EF7 – LTL Standard Delivery (Lowe's agent must call for quote – Carrier used will be per Lowe's Routing guide –
store will be charged for exceptional freight all charges apply)

3. Please fax all Store Expense (XP) orders to **336-808-7017**, faxes sent to incorrect/preprogrammed fax numbers **will not** be processed – This fax number is for Lowe's store expense usage only – **NO SOS ORDER FAXES**

4. An order confirmation will be provided for valid return fax numbers only; we will no longer look up fax numbers for confirmation faxes to store locations

5. See examples on the included pages below.

6. Store Expense (XP) orders are Non-Refundable for RTM credit returns per Vendor VIS, and are unable to be cancelled once released to production or shipped.

7. Store Expense (XP) orders are store delivery orders only, to replace, repair, or make resalable a store stock item.
Store Expense orders are not SOS orders

8. Note: The Vendor Number for Xp submissions is 46741

Item # for XP requested parts is 733651, Item # for XP requested freight is 119366

Note: SOS handling fees are not applicable to XP requests.



Example only – not actual document

2017-08-18 15:30 Customer Ser XXXXXXXXXXXXXXXX P 1/1

ORDERED FOR: LOWE'S
 ADDRESS: 1120 E DIXIE DR
 ASHBOURO NC 27201 PHONE: XXXXXXXXXXXXXXXX

VENDOR NAME: DIXIE SALES COMPANY CONTACT: PHONE: (800) 755-6937
 ADDRESS: 5920 SUMMIT AVENUE BROWNS SUMMIT NC 27214-9704 FAX: 336 808-7017
 PROJECT: 514400888 ASSOCIATE: KAREN HANBY
 LOWE'S PO: 53419018 LOWE'S INVOICE: 90695 AR NUMBER:

QTY	ITEM	ITEM DESC	BIN	VEHD_PART#	COST	EXT COST
5	733651	GAS CAP		544 11 12-01	1.06	6.50
2	733651	POLLAN GAS CAP		577 05 05-01	2.60	5.20
1	733651	GAS CAP		754-28111	1.83	1.83
1	733651	GAS CAP		514 11 11-01	15.78	15.78
1	733651	FUEL LINE		544 27 28-01	5.28	5.28
1	733651	FUEL FILTER		544 27 29-01	2.94	2.94
1	733651	HEAD		753-28561	6.79	6.79
2	733651	HEAD		847-032392S	8.22	16.44
2	733651	GAS CAP		530 15 03-50	2.35	4.70
1	733651	AIR COVER		530 15 28-46	3.62	3.62
1	733651	AIR FILTER		540 15 02-53	0.97	0.97
1	733651	KNDS		330 CA 07 08	1.57	1.57
1	119366	FREIGHT COST		EP6	14.99XXXXX	14.99XXXXX
					WEIGHT	0.00
					TOTAL	XXXX

LOWER 48 SAMPLE PAGE OF XP REQUESTS

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1	119366	FREIGHT COST		EP6	14.99XXXXX	14.99XXXXX
1	119366	LOWE'S HI/AK		EP6	19.00	19.00
					WEIGHT	0.00
					TOTAL	HR.17

AK/HI SAMPLE PAGE OF XP REQUESTS