



Benshaw, Inc.

Customer Service Group

Handbook



Call us at 1-800-203-2416

Fax: 412-968-5415

See us on the web @ <https://benshaw.com>

Online ordering @ <https://benshaw.com>

**Benshaw, Inc.
615 Alpha Drive
Pittsburgh, PA 15238**



Customer Satisfaction Handbook

Table of Contents

| | |
|--|---------|
| Introduction | Page 3 |
| Organization Structure/Responsibilities | Page 4 |
| Getting Technical Support at Benshaw /Call Center Operations | Page 5 |
| Warranty Evaluation Process and Procedure | Page 6 |
| Warranty Terms | Page 7 |
| Return Material Authorization (RMA) Policy and Procedure | Page 8 |
| Sample RMA Confirmation | Page 10 |
| Renewal Parts Order Processing | Page 12 |
| Return Material for Re-stock | Page 13 |
| Freight Claim Process | Page 14 |
| Scheduling Engineering Services | Page 16 |
| Engineering Service Rates | Page 17 |
| Non-Warranty Repairs | Page 18 |
| 24/7 Emergency Webstore Shipments | Page 19 |



INTRODUCTION

We at Benshaw have made a commitment to strive for 100% Customer Satisfaction. We are very pleased you have purchased our product and have chosen to be one of our valued customers. This handbook is provided for your convenience to define and explain the Benshaw Customer Satisfaction processes and policies. It is a customer's guide to after sales support. It provides information on how to contact Benshaw for all product support issues including:

1. Field Service
2. Factory Technical Support
3. Spare Parts
4. Warranty Issues
5. Repairs (RMAs)
6. Returns

We would like to invite you to take a few moments to review and become familiar with its contents.

The Customer Care Group (CCG) is responsible for front line execution of the processes defined in this handbook and to bring real time changes to internal activities throughout the company and to every employee that can effect customer satisfaction.

We take customer satisfaction seriously and encourage you to contact us with any questions or concerns you may have regarding any Benshaw product or service you have purchased.

Please feel free to remove the Quick Reference Guide located in the back of this booklet for your ease and convenience.

A satisfied customer is truly our most valuable asset.

Technical Support Group
1-800-203-2416



1.0 Organization Structure / Responsibilities

Sr. Manager
Nick Suto nick.suto@benshaw.com

Customer Service Specialist, Senior
Ron Burkhart ron.burkhart@benshaw.com

Technical Services Center Manager
Ron Burkhart ron.burkhart@benshaw.com

Factory Repairs/Retrofits
Engineering Test Support
Warranty Evaluation/Repairs

Engineering Services
Tom Truxell Thomas.truxell@benshaw.com

Business Development
Field Projects
Field Engineering Services

Field Service Coordinator
Brian Barrett Brian.Barrett@benshaw.com

Field Service Scheduling
Field Service Support

Return Material Inquiries
James Zibert James.Zibert@benshaw.com

RMA Requests
RMA Status



2.0 Getting Technical Support at Benshaw / Call Center Operations

- A.** Call the Benshaw Technical Support line 24/7 @ 800-203-2416. During business hours 8:00am to 5:00pm EST calls are taken by the technical support team. After 5pm and on weekends the 800 # call system will automatically direct your call to the 24/7 after-hours on-call technician. To initiate an on line support request visit our website (<https://benshaw.com>)
- B. Please have the following ready when the technician answers the call:**
- The existing serial number from the Benshaw nameplate label on the Benshaw Product.
 - The part number of the component or equipment you are looking for. If the part number is not known we can clarify by description, explanation or purchase order number.
 - Please advise the technician if you believe the Benshaw unit is under warranty.
- C.** Before contacting sales for a replacement item that may be under warranty, contact the technical support center to see if the unit can be repaired or replaced. The existing unit may be under warranty and calling sales for a replacement will delay the warranty process and response time (see section 3.0).



3.0 Warranty / Warranty Evaluation Process and Procedure

The following outlines the process and procedures of a warranty incident from inception to closure. Benshaw's warranty covers factory labor and parts on in house repairs and parts and labor for on- site repairs. Benshaw's warranty ***does not*** cover travel and living expenses to and from a job site.

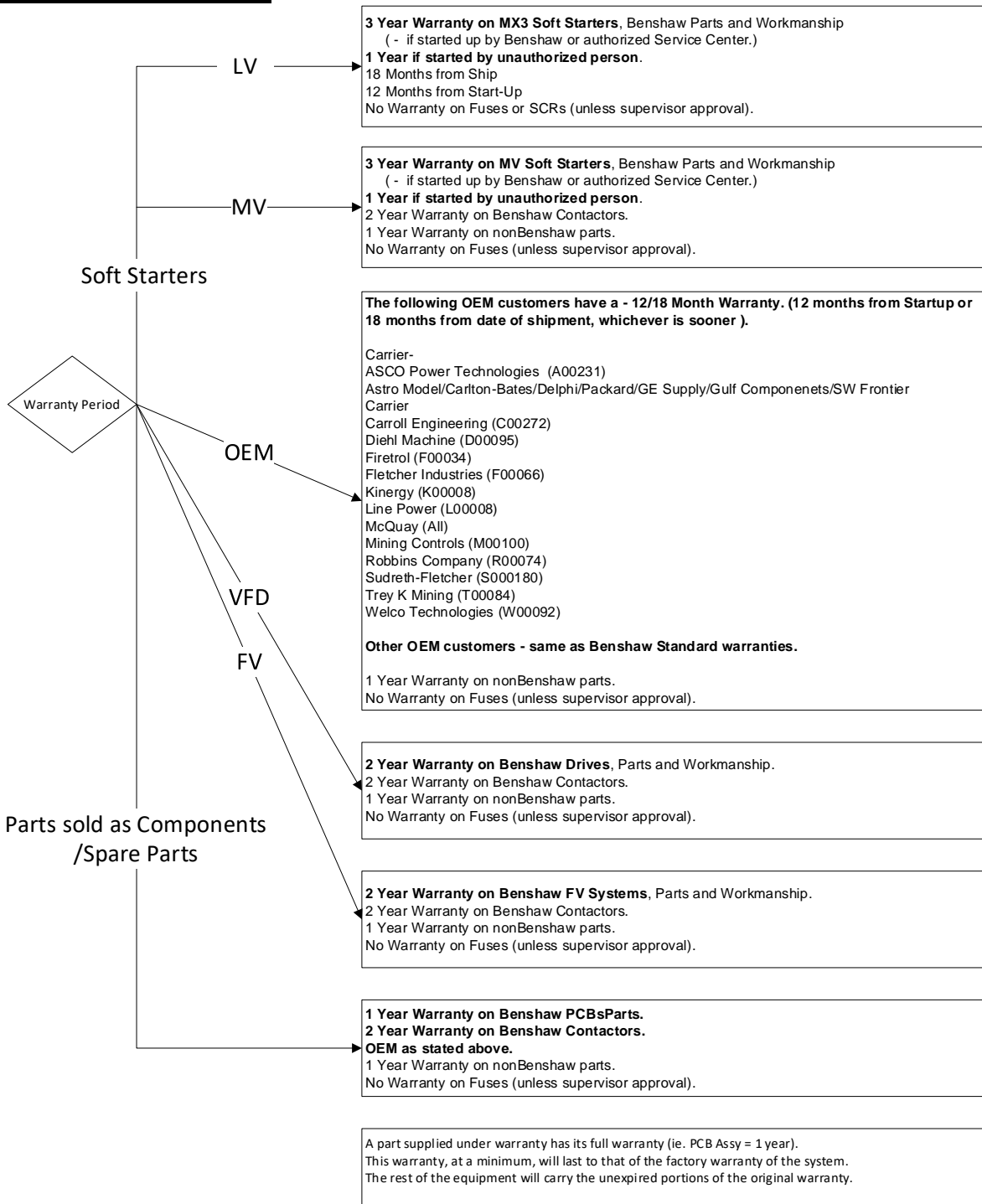
- A. Customer experiences a perceived warranty event.
- B. Customer contacts Benshaw Technical Support (800) 203-2416 to make warranty determination. All warranties are provided in accordance with Benshaw Terms and Conditions of Sale as defined by Benshaw's warranty policy.
(Refer to policy overview block diagram on pg.10)
- C. If determined to be warranty/possible warranty pending evaluation, one of six warranty Return Material Authorization (RMA) types is issued:
(See Section 5 for detailed definition)
 - 1. Warranty Parts Replacement – Previously known and defined part problem
 - 2. Warranty Missing Parts Replacement – Order was shipped with omissions
 - 3. Warranty Product Replacement – Part or assembly to be returned for warranty evaluation
 - 4. Warranty Out-of-Box Product Replacement – Part failure within 30 days, return part for warranty evaluation
 - 5. Warranty Repair – Assembly returned for repair/evaluation
 - 6. Warranty Retrofit/Rework – Assembly returned for rework to meet customer spec

Warranty Replacement and Warranty Out-of-Box RMA's require a purchase order from the customer prior to issuing the RMA. This is to insure the return of the defective material to Benshaw for evaluation.

The replacement unit will be invoiced at the time of shipment. The RMA assigned to ship the replacement material is to be used for the return of the defective material. Credit will be issued for the replacement material pending receipt and evaluation. Material must be received within 30 days to be eligible for credit. Benshaw will complete the evaluation within 30 days of receipt or the credit will automatically be issued.

All warranty issues are logged in IFS and are reviewed in real-time by Benshaw senior staff for immediate actions.

4.0 Warranty Terms





5.0 Return Material Authorization (RMA) Policy and Procedure

For RMA Requests, contact James Zibert. James.Zibert@benshaw.com

RMA numbers are valid for 30 days from the date issued. After 30 days the RMA number expires and material received will be returned to the sender at their expense. All material being returned to Benshaw must have a RMA number clearly marked on the outside of the box or container. Material received without a RMA number will be refused and returned to the sender.

RMA's which require evaluation will be completed within 30 days and a material disposition will be faxed to the customer. If no response is received from the customer after 3 business days then a second notice is sent. If no response is received from the customer after 5 business days the third and final notice will be sent indicating the date the equipment will be scrapped.

There are various types of RMA's generated to categorize the type of action required when The customer material arrives at Benshaw.

- A. Warranty Parts. This RMA is issued to ship warranty parts when a previously known and resolved problem is encountered; no return of customer material is required.
- B. Warranty Missing Parts. This RMA is issued when a customer order has been shipped with omissions, such as additional spare parts or line items that were on the customer purchase order and not on the acknowledgement/internal sales order.
- C. Warranty Replacement. This RMA is issued to ship replacement parts (customer P.O. required). The customer is required to return the faulty part for evaluation. Return of part(s) is required within 30 days. Full credit for parts shipped will be issued upon return and determination of defective parts. Parts not returned within 30 days will not be considered for warranty credit and the invoice will become due. If the part is received within 30 days and the Benshaw evaluation is delayed beyond the next 30 days a credit will be issued to the customer regardless of the cause of the failure.
- D. Warranty Repair. This RMA is issued to a customer when the most effective action is to have a unit returned for repair. When the unit is received it will be handled as an emergency repair with the goal to complete the evaluation and repair within 48 hours.
- E. Warranty Rework/Retrofit. This RMA is issued when a customer unit requires modifications and/or additions as a result of Benshaw's mistake.
- F. Non-Warranty Repair. This RMA is issued to allow return of material for evaluation in order to determine a repair price of parts or equipment that is beyond the warranty period (Section 10.0).
- G. Non-Warranty Retrofit. This RMA is issued to modify/rework the equipment to the customer's request.
- H. Stock Material Return Authorization. This RMA will be issued to allow return of material for restock. There will be a 25% restock fee assessed to all returnable parts. See Section 7.0 for details.



- I. Sales Concession. This RMA is issued as customer goodwill and requires approval by the Regional Sales VP prior to issue.

PLEASE FILL OUT RMA REQUEST PAGE FOR A QUICKER PROCESSING
SEE NEXT PAGE

SHIPPING NOTE:

Benshaw will ship all warranty product UPS Ground or best way. If the customer requests expedited shipping, the customer's account number will be required for the additional freight costs. Benshaw will refuse all collect shipments.



RMA Request

Date:

(1) Model Number:

(2) Serial Number

(3) Description of Fault:

(4) Unit From:

Return To: (if different)

| | | |
|------------------|----------------------|----------------------|
| Company Name | <input type="text"/> | <input type="text"/> |
| Street address | <input type="text"/> | <input type="text"/> |
| City | <input type="text"/> | <input type="text"/> |
| State | <input type="text"/> | <input type="text"/> |
| Point of Contact | <input type="text"/> | <input type="text"/> |
| Phone | <input type="text"/> | <input type="text"/> |
| Email | <input type="text"/> | <input type="text"/> |

Additional NOTES:

REQUESTED BY:

Phone:

Email:



COMPANY NAME: Acme Electric

DATE : 01/01/2013

FAXED TO: Benshaw

FAX #: 123-456-7890

FAXED FROM: Mr. Acme

1 Pages including cover

RMA Number

RE: Return Material Authorization (RMA)
Your RMA Number is: **C10000001**
Return Material Description: **REA-100072-00 Line Reactor**
TODAY'S DATE: **01/01/2013**

Dear Customer:

Per your request I am issuing a Return Merchandise Authorization (RMA) number for you to return material to Benshaw. Please note this RMA on all correspondence regarding this material.

RMA numbers are only valid for 30 days from the date issued. After 30 days the RMA number expires and material received will be returned to the sender at their expense. All material being returned to Benshaw must have the RMA number clearly marked on the outside of the box or container. Material received without the RMA number will be refused and returned to the sender.

Please ship all material to the following address:

Detach at line for use as shipping label

**BENSHAW, INC.
615 ALPHA DRIVE
TAG: *(insert RMA here)*
PTTSBURGH, PA 15238**



6.0 Renewal Parts Ordering Process

If the desired part number is known, the request for quote (RFQ) or purchase order, if you have pricing, can be faxed to the Sales Group at 412-968-5415. You may also visit our web site and request a quote for aftermarket products at <https://benshaw.com>.

If you do not have the part number a call to the Sales Group is required. In order for the Sales Group to assist in determining the part number you must have:

1. Benshaw Serial Number (located on the Benshaw nameplate label on the unit or inside the enclosure door)
2. Model Number
3. Part description

After receiving the part number, price, and availability you may fax your hardcopy purchase order to the Sales Group at 412-968-5415.

Please be sure your PO has the following information:

- Bill to address
- Ship to address
- Method of shipment
- FOB Factory



7.0 Return of Material for Re-Stock

To obtain a RMA to return material for re-stock you should contact the Technical Support Group at (800) 203-2416. The following criteria will apply:

RETURN POLICY

Benshaw's policy regarding the return of merchandise is as follows:

The return of any Benshaw custom engineered and/or manufactured product will **not** be approved.

The return of any off the shelf product (not engineered or manufactured) or pre-engineered Products that are stocked at the WebStore will be approved with a 25% re-stocking fee.

The request for return must be within 60 days of the ship date. The product must be in its original packaging, unused/never installed.

A "RMA" number is required prior to the return and the "RMA" number must appear on the outside of the return package, packing slip and all correspondence. All freight charges are the sole responsibility of the customer.



8.0 Freight Claim Process

Freight Claims / Freight Damage Quick Reference Guide

- A. Please examine all freight for visible damage when freight is received.
- B. Like all electrical equipment manufacturers, Benshaw ships equipment (FOB) Freight On Board so the responsibility for freight damage is with the carrier and the recipient. This is the only practical way to ship equipment since damage is only visible when it is received at the destination point.
- C. Please bring freight damage to the freight driver's attention and have the driver sign copies of (BOL) Bill of Lading noting the freight damage.
- D. If possible take digital pictures of all damaged freight. The more proof of damage documented upon receipt, the better the chances of a quick settlement with the carrier.

See below for detailed policy/procedure:

Benshaw ships all products "F.O.B. (freight on board) Factory". The term "F.O. B." has nothing to do with who pays the freight! It is a legal term used to signify who is responsible for the merchandise while it is in transit. When the equipment is quoted, "F.O.B. Origin, Freight Collect," or as a courtesy to you, "F.O.B. Origin, Freight Prepaid," the responsibility for damage does not shift away from the carrier, or the buyer.

Benshaw uses reliable and reputable carriers, but occasionally shipping damage does occur. Resolving the problem of transit damage or loss depends on the cooperation of all parties. Benshaw makes every effort to ensure that your shipment arrives on time and in good condition. Freight damage claims must be made against the common carrier in a timely manner; therefore, it is imperative that you follow these guidelines:

- **Visible Damage**

Thoroughly inspect all shipments upon arrival. If damage or loss is apparent upon delivery, bring it to the driver's attention immediately. Open the package in the presence of the driver and inspect contents for physical damage. Prior to signing the Delivery Receipt make a notation of the damage on all copies of the carrier's Delivery Receipt. Have the driver sign all copies to acknowledge the notation. Follow up by contacting the local carrier's office by phone and then by fax or email requesting a response. It is important to save all packing material or cartons associated with the shipment or there will be no basis for a claim. Digital photographs that record the date on which they were taken will help to speed the claim process.



- **Concealed Damage**

Thoroughly inspect all packages when received. Claims for concealed damage must be filed within 15 days to insure claim payments. In the event you have signed for a shipment and there is concealed damage do not throw away the packing materials or shipping cartons or there will be no basis for a claim. Contact the local branch of the carrier immediately. The consignee must file a claim with the carrier.

Keep all packing materials and boxes do not throw anything away until the claim is settled. Take digital photographs of packing material and product damage.

- **Returning Damaged Freight to Benshaw for Evaluation and Repair**

Contact Benshaw Technical Support (800-203-2416) for a RMA (Return Material Authorization) number. The damaged goods will be returned to Benshaw for Non Warranty evaluation and repair. This will require a Purchase Order from the buyer. After the evaluation is complete and repair estimate is available the buyer will be contacted so this amount can be reported on the freight claim. **The buyer will be responsible for the repair invoice.** The Freight Company will reimburse the buyer for the repair amount.



9.0 Scheduling Engineering Services

Benshaw's Engineering Services for Electronic Motor Control Products and Systems include:

- Commissioning/Startup
- Field Diagnostics & Repairs (Scheduled/Emergency)
- Preventative Maintenance Site Survey/Thermography
- Installation Supervision
- Retrofits / Upgrades of Drives and Solid State Starters

Engineering Services are scheduled by contacting Benshaw's Field Service Coordinator. Rates for service are per the Engineering Services Rate Sheet. "Planned" service should be scheduled at least 3 weeks in advanced for commissioning/start-ups, preventative maintenance service, installation supervision, retrofits and upgrades. Service dates are not guaranteed until a hard copy purchase order is received, unless the service was part of an equipment order.

Once service is scheduled and confirmed with a hard copy purchase order or as part of an equipment order, the customer is 100% responsible for all incurred expenses if service is canceled.

Emergency Service is defined as service required within 72 hours of the call for service. If this is the case, the emergency callout rate applies per the rate sheet. Benshaw will make every reasonable attempt to respond to the specific emergency in a timely manner.



Engineering Service Rates

| Classification | Standard Rates (1.) |
|--|-----------------------------------|
| Field Engineering Services – Low Voltage Products | \$127.00/hr |
| Field Engineering Services – Medium Voltage Products | \$174.00/hr |
| On Site Technical Training Training material | \$1,256.00/day \$88.00/student |
| | |
| Engineering Design and Consulting Services | \$300.00/hr |

Other Charges/Adjustments for Special Conditions

| Condition | Multiplier |
|---|-------------------------------------|
| International and Canada | Rate times 1.25 |
| Travel Time | Rate times 0.5 |
| Standby Time | Rate times 0.5 |
| Saturday/Emergency Callout (see # 4 below) | Rate times 1.50 |
| Sundays and Holidays | Rate times 2.00 |
| Travel and Living Expenses (see # 2 & 3 below) Meals flat rate per day | Billed at cost + 10% \$50.00/day |
| Mileage | \$.75/mile |

Notes and Clarifications

1. Daily rates are based on a standard workday (8 hours) Monday – Friday. Overtime rates are time and half (Monday – Saturday) and double time (Saturday after standard workday [8hours] Sundays and Holidays).
2. Travel time **is** based on portal-to-portal time for each person per appropriate rate.
3. Normal living and transportation expenses from the factory to the job site and on the job site will be billed at cost plus 10% administrative fee. Expenses include (but are not limited to) hotel, meals, permits and customs fees, air travel, ground transportation, mileage, parking fees and tolls.
4. Emergency service is defined, as service required within 72 hours of request for service.

Cancellation: If confirmed scheduled service is cancelled the customer is 100% responsible for all incurred cost.
Written Purchase Order: **A hard copy purchase order with the estimated amount of service and terms & conditions of sale is required prior to confirmation of service or dispatching a Field Service Rep to the job site.**

Minimum Service Billing: **When on site services are provided, the customer will be responsible for a minimum payment of 4 hours labor at the rate in effect for the day of services, plus any applicable expenses.**

Parts and Material **provided will be invoiced per Benschaw’s standard parts pricing in effect at the time of the service, except in cases of prior contractual agreement.**

Benschaw Inc. shall be the sole authority to determine warranty/non-warranty status of any service disputes.

Maximum on site time: **For safety compliance of the Field Service Representative and the customer, at no time will a Benschaw representative work more than a maximum of 16 hours (including travel time) during any 24-hour period.**

Contact: 412-968-0100 Select tech support group



10.0 Non Warranty Repairs

- A. Units returned for repair will be repaired in the order of date received. If less then a 48 hour turn around is specified, a \$150.00 Expedite Fee will be charged. The 24/48-hour turn-a round service is subject to parts availability. The equipment will be evaluated within the first few hours after arrival at Benshaw, Inc. An estimate of the charges will be sent via fax to the customer notifying them of the total cost of repair (evaluation fees are included in the quoted repair costs). Customer approval of repair cost is required. In the event of the customer’s failure to respond in a timely manner impeding the unit’s repair and shipment, the Expedite Fee will still apply.
- B. Units sent in for repair must be shipped prepaid. All collect shipments will be refused.
- C. All RMA equipment will be evaluated and an evaluation quotation will be faxed to the customer. Customer’s approval with a hard copy or revised purchase order (PO) for quoted amount must be received prior to any repair work being performed.
- D. If the customer decides not to proceed with repair after given a repair quote, they will be responsible for the evaluation fee assigned to the particular unit.
- E. If next day air shipment is requested, freight will be collect or will be invoiced for the freight charges unless special shipping arrangements are requested by the customer.
- F. Rates for repair will be quoted on a time and material basis. Time is assessed by actual man-hours per repair. The labor rate is \$90.00 per hour. Material costs will be calculated according to published list prices and standard established customer multipliers. All equipment returned for evaluation and/or repair will be subject to an evaluation fee.
- G. Equipment evaluations are based on size and type of equipment. The evaluation fees are as follows:

| PRODUCT | 1HP – 40HP | 50HP-150HP | ABOVE 150HP |
|----------|--------------------------------|------------|-------------|
| VFD | \$90.00 | \$270.00 | \$360.00 |
| STARTERS | \$90.00 | \$180.00 | \$270.00 |
| BRAKES | \$90.00 | \$180.00 | \$270.00 |
| 3 PH DC | \$180.00 | \$270.00 | \$360.00 |
| LABOR | \$125.00/HOUR AFTER EVALUATION | | |



11.0 24/7 Emergency Webstore Shipments

Benshaw Express Emergency shipment of parts and BENEX stock is available through the Technical Support Hotline at 1-800-203-2416. The support technician can help identify the part number required and check inventory at the Webstore. When availability has been verified the method of shipment needs to be determined based on the customer's requirements. Shipping cost will be determined and agreed upon before the part/equipment is shipped. All emergencies after hours and weekend shipments will include a \$300.00 fee to cover logistics cost.



CUSTOMER CARE GROUP

QUICK REFERENCE GUIDE

| | | |
|---|---|---|
| Technical Support/ Warranty/RMA Request/Restock | 800-203-2416 | Technical Support |
| Start up/Commissioning Requests | 412-968-0100 EXT : 1298 | Brian Barrett |
| Renewal Parts Online Ordering | For assistance with online ordering contact | https://benshaw.com |
| Renewal Parts Request | FAX: 412-968-5415 Phone: 800-441-8235 | For Sales Team |
| Order Status Information | 412-968-0100 | Dial 3 For Customer Care Rep |
| Field Projects/Field Engineering Services | 412-968-0100 x 247 | Tom Truxell Thomas.truxell@benshaw.com |
| Tech Notes and Manuals | http://benshaw.com | For assistance contact Sales |
| Freight Claims | 412-968-0100 ext. 1111 | Tim Rodgers tim.rodgers@benshaw.com |