



06.02.2018

PL-FI/2018-001

## IMPORTANT INFORMATION FOR BACK-CLAIM PROCEDURE

Dear Business Partner,

We, as International Warranty Operations Department Of Temsa Bus & Coach Group, hereby inform you about the invoice process of back-claim procedure.

As the most important action of Warranty Operations, we have to replace the parts which does not work properly and we in advance pay the related claim amounts to our dealers /service shops after our immediate control on the Claim Reports.

Right after this action, we direct the claims to your evaluation as back-claims by providing 14 days for a first check. In case no response from you in 14 days, Temsa will definitely prepare an invoice for the costs and any objection will be strictly rejected from then.

Responses via other sources (mails, phones, etc. rather than "TEMSA Portal" for back-claims will not be taken into consideration.

Yours sincerely,

Temsa After Sales Services