



Return Procedure:

April 2015

Flynn's criteria for a return a tire.

- (a) The tire must have been purchased from a Flynn's Warehouse.
- (b) The tire must be new and a current product. (No Discontinued products without approval by management or unless we sold it as a DD tire)
- (c) The last purchase has to be within the past 6 months.
- (d) Wholesale Customers must call 800-218-8183 to begin the return process. No tires can be picked up for return unless the Flynn's Call Center has taken the information and sent a Return Pick-up Invoice to the Warehouse.**

[The Call Center will be the start the return process when the customer requests a return.](#)

- (1) The Call Center will research the customer history to determine whether the return falls within Flynn's criteria for a return.
- (2) The Call Center will check history to determine the last purchase price and whether the credit should be issued under the P&R Program or Secondary Supply.
- (3) The Call Center will then write a negative quantity Quote for the tires to be returned and include all information obtained during their history search. Such as Invoice number and date of last purchase.
- (4) The Quote for the return will be sent the proper warehouse for pick-up.

The Warehouse will take over from this point.

- (1) The warehouse will make two copies of the Return Quote to send out with the driver.
- (2) The warehouse will be responsible to schedule a pick-up of the return tire. The return should be included in the next available route that goes past the customer regardless whether there is a new tire sale.
- (3) When the returned tire arrives at the warehouse it needs to be unloaded by the driver and placed in an area designated for New Returns only and notify someone in the warehouse of his actions.
- (4) The driver must place the copy of the Return Quote in a predetermined area of the office. **(DO NOT include with the invoices from that returning route)**
- (5) Someone from the office must go out and verify the tires are first class new products with the blue still on the WW or OWL for return.
- (6) The Return Credit Invoice must be either Emailed, Faxed or Mailed to the customer as soon as possible. **(DO NOT plan on delivering the return credit next time out with the driver.)**

****The Warehouse will be doing the final processing of the return. Any return documents should not be left for a salesman to handle. It is the mangers responsibility to assure the paper work gets processed within 24 hours of the arrival of the returned tires at the warehouse.****

Flynn's Tire Return Policy.

A Driver will not pick up any new return tires from a customer without a computer generated return slip. The Driver is to have the customer call the Call Center for them to generate a return document. (RGA) One copy will go to the customer as proof that we picked up the tires and the other copy will come back to the warehouse with the tires. A copy of the completed credit invoice must be mailed to the customer as soon as possible.