

This Bulletin Supersedes No. 479

## **PROCEDURE FOR HANDLING RETURN MERCHANDISE**

### PARTS RETURNED FOR WARRANTY CONSIDERATION

**CONFIDENTIAL**

Use Form F-1313 for parts including defective new parts returned for WARRANTY CONSIDERATION. Follow instructions on form. Be sure to include all information requested. Do not write to right of heavy black line. If rubber stamp is used for name and address, stamp each sheet individually. See sample completed F-1313 in this bulletin. If part or accessory returned for warranty consideration was sold out of your parts or accessory stock, add date of sale.

Parts must be returned within 90 days of date replaced.

New warranty tag FT-11 is available for your convenience to record warranty information and attach to individual parts and identify them. See sample completed Tag FT-11 in this bulletin.

We reserve the right to repair and return assemblies sent back under warranty if we find it is economical to make repairs.

### PARTS RETURNED FOR CREDIT OR EXCHANGE (NON-WARRANTY)

Use Form F-1314 for Good, Unused, Undamaged New Parts, returned for CREDIT or EXCHANGE. Follow instructions on form. Be sure to include all information requested. If rubber stamp is used for name and address, stamp each sheet individually. See sample completed F-1314 in this bulletin. New parts sent in for credit or exchange do not require a tag.

Before returning any new, unused, undamaged parts, PERMISSION must be obtained from the Parts and Accessory Department. Invoice number of original shipment on which returned items were purchased must appear on form. If you fail to give us the invoice number, then parts will be classified as overstock in which case we will give you credit less 25 percent (see Item 3 below).

New, unused and undamaged merchandise returned for credit will fall into one of three categories listed below.

1. All items returned for credit, within 45 days of our shipping date, will be credited to your account in full.
2. All items returned for credit, after 45 days of our shipping date, but less than 180 days will be credited to your account less 10 percent for handling.
3. All items returned for credit after 180 days of our shipping date will be classified as overstock, in which case we will credit your account less 25 percent for handling and inspection.

All merchandise returned must be in first class condition so that it can be put back in our stock room. Items that are not in first class condition will be returned to you.

Items that have become obsolete after our shipping date will be returned to you.

If you need immediate replacement of parts returned for exchange, we suggest that you order the parts in the regular manner and ask for credit on the items returned. This will save time.

#### PARTS RETURNED FOR REPAIR

The Harley-Davidson Motor Co. offers a limited repair service on parts listed below if you are not equipped to do the work in your shop, or cannot have it done at some nearby Harley-Davidson dealer who can handle the job.

<u>PART</u>	<u>SERVICE AVAILABLE</u>
Frames	Straighten
Rear Forks	Straighten
Front forks and Brackets	Straighten and Rebush
Cylinder heads	Valve seat inserts
Crankcase side (bare)	Match new crankcase side

We do not repair tanks, fenders, chain guards, sidecar bodies, etc., or do repair painting.

Use Form F-1314 for all parts returned to the factory for REPAIRS. Be sure to fill out your return form giving complete information including repair instructions. If rubber stamp is used for name and address, stamp each sheet individually. Also tag each part with new REPAIR Tag FT-8A filled out completely. See sample completed Tag FT-8A in this bulletin.

Parts found beyond economical repair will be scrapped and not returned or duplicated with new parts unless such disposition is given in your original instructions on Form F-1314.

#### HOW TO SHIP PARTS

KEEP LAST SHEET OF F-1313 OR F-1314 FOR YOUR RECORDS. When requesting information regarding returned merchandise, always refer to the dealer reference number in upper right hand corner of the return form and advise date of shipment.

ENCLOSE ALL BUT LAST SHEET of forms in envelope (Form F-E2) in package with parts.

On parcel post shipments only, mark the outside of your shipping carton (First Class mail enclosed) and add first class postage to the regular parcel post shipping charges.

Transportation charges on all merchandise returned to the factory must be prepaid and insured as we are not responsible for packages lost in transit. Clean dirt and grease from parts and pack all shipments carefully to avoid loss or damage.

We will prepay transportation on all warranty parts returned to you.

#### HOW TO ORDER RETURN FORMS

Order return forms and tags on the enclosed post card or write direct to Desk K-1. When writing please specify quantity desired, F-number and description of form. Forms and tags are free.

(ALL WARRANTY CLAIMS MUST BE ACCOMPANIED BY THIS FORM)

## F-1313—WARRANTY CLAIM FORM

DEALER REFERENCE NO. **W- 27026**

DEALER FIRM NAME John Doe Harley-Davidson Sales

STREET ADDRESS 10000 Blank St.

CITY Jerome STATE Wisconsin

**DEALER:** — KEEP LAST SHEET FOR YOUR RECORDS — PLACE REST OF SET INTACT IN ENVELOPE WE HAVE PROVIDED FOR THIS PURPOSE AND SEND WITH YOUR SHIPMENT TO:

**HARLEY-DAVIDSON MOTOR CO.**  
MILWAUKEE, WIS. 53201 - ATTN: SERVICE DEPT.

QTY		PART NO.	PART NAME	DATE REPLACED	MILEAGE	ENGINE NO.	CREDIT	REPLACE
1	30851-61	Armature	2/1/64	2385	64FLH 1000	X		
DESCRIPTION OF DEFECT:					INSP. REPORT			
Shorted. - We replaced no charge								
1	62507-56A	Oil Tank	2/4/64	1568	64XLH 1399	X		
DESCRIPTION OF DEFECT:					INSP. REPORT			
Leaks at point marked. We replaced no charge								
1	54502-56A	Rear Shock Absorber	2/7/64	2985	64FLH 1908	X		
DESCRIPTION OF DEFECT:					INSP. REPORT			
Leaks. We installed new one no charge								

## F-1314—NEW PARTS CREDITOR EXCHANGE AND SERVICE REPAIR (OTHER THAN WARRANTY)

DEALER REFERENCE NO. **E - 23626**

DEALER FIRM NAME John Doe Harley-Davidson Sales

STREET ADDRESS 10000 Blank St.

CITY Jerome STATE Wisconsin

**DEALER:** — KEEP LAST SHEET FOR YOUR RECORDS — PLACE REST OF SET INTACT IN ENVELOPE WE HAVE PROVIDED FOR THIS PURPOSE AND SEND WITH YOUR SHIPMENT TO:

**HARLEY-DAVIDSON MOTOR CO.**  
MILWAUKEE, WIS. 53201 - ATTN: SERVICE DEPT.

QUAN.	PART NO.	PART NAME	ENTER INVOICE NO. IF ITEM RETURNED FOR EITHER CREDIT OR EXCHANGE	REASON FOR RETURN (SHOW DISPOSITION REQUESTED)
1	47004-58A	Frame		Repair as needed.
1	16708-55A	Cylinder head		Install valve seat inserts.
2	22251-57	Piston Std.	1A9985	Wrong size ordered exchange for 22253-57.
1	37450-54	Clutch gear	3A9985	I ordered and was charged for 37449-56. Exchange for 37449-56.
1	45793-50	Fork Side Complete	68A9985	Ordered in error. Credit.

**WARRANTY PART RETURN TAG**

From:

Firm Name John Doe Harley-Davidson SalesAddress 1000 Blank St.City Jerome State Wisconsin

Engine Number \_\_\_\_\_

Mileage \_\_\_\_\_

Date Replaced \_\_\_\_\_

(Describe Defect Fully on Reverse Side)

**DEFECT**Tank leaks at welded seam.TRANSPORTATION CHARGES MUST BE PREPAID TO  
HARLEY-DAVIDSON MOTOR CO., MILWAUKEE, WISCONSIN

FT-11

(OVER)

**REPAIR PART TAG**

From:

Firm Name John Doe Harley-Davidson SalesAddress 1000 Blank StreetCity Jerome State Wisconsin

Repair Order No. \_\_\_\_\_

(For Factory Use Only)

(Over)

**NOTICE**

A separate repair tag must be used for each part on all Service Repair Orders. Use Tag FT-11 for all Warranty Claims. New parts or accessories sent in for credit or exchange do not require a tag.

TRANSPORTATION CHARGES MUST BE PREPAID TO  
HARLEY-DAVIDSON MOTOR CO., MILWAUKEE, WISCONSIN

FT-8A

(Over)