POD Service

TO: All Oreck Sellers/Warranty Providers

FM: Technical Service Warranty Administration

DT: November 13, 2018

RE: Pod Stick Vacuums

Valued Dealer,

**Effective December 1st, 2018** POD Servicing will be transitioned to standard warranty filings. The change will bring the POD product into the normal stream for warranty service and eliminate the complexity and filing requirements of the POD Claim Form.

**What Changes:**

* The requirement to file a POD Claim Form will no longer exists on the portal
* A normal Warranty Claim will be filed for service part requirements and labor
* Unit credits will no longer be issued (warranty service will resolve issues)
* Units that are exchanged due to technical issues are to be evaluated and serviced through the standard warranty process and once operation resold
* Approval Code and machine replacements are not available as with most Oreck product (service required)
* Units returned indirectly will not be credited or returned. (shipping costs will be billed to dealer)
* Units requested to be returned for evaluation, by technical service that are found defective and non-serviceable at the store level will be credited to the dealer account.
* Units returned for evaluation, by technical service that are found to have no issues or could have been service by the dealer with available parts, will not be credited or returned. (shipping costs will be billed to dealer)

Parts and troubleshooting guides and video can be located in the Dealer Parts Catalog.