



Laura Yee <laura.yee@jlahome.com>

WF chargeback questions - replacement sent and warranty

Ashley Ruiz <ashley.ruiz@jlahome.com>

Tue, Nov 28, 2023 at 1:09 PM

To: Lisa Petros <lisa.petros@jlahome.com>

Cc: Laura Yee <laura.yee@jlahome.com>, Kelly Ryan <kelly.ryan@jlahome.com>, Vanessa Corciega <vanessa.corciega@cspjla.com>, wayfairCS <wayfairCS@jlahome.com>, Helita Dewitt <helita.dewitt@jlahome.com>

Hi Lisa,

To help lend additional context from my Wayfair experience, the answer to your bigger question is probably a mixture of Wayfair's definition of what is considered to be a "warranty issue" in combination with their system limitations. They will only consider an incident as a warranty issue when:

1. A customer reports a damage/defective issue post 30 days from delivery and
2. Selects either a full refund or replacement unit as a resolution

But due to a system limitation on their end and wanting to ensure a quick resolution for the customer, they will still process either a full refund or replacement unit at the time the issue is reported and will not transfer the customer to us directly so we may apply our warranty. Instead they will seek credit from us post resolution and ask us if the situation falls under our warranty; if it does they will ask us to approve the credit and **if it does not then we can push back and deny credit**. This is where I believe our opportunity lies depending on our warranty policy. Do we require pictures and/or for the customer to contact us directly as part of our warranty policy in order for us to determine whether the issue is covered? If so, is this written in our policy?

However, if they believe that replacement parts will resolve the issue (as a lower cost resolution) then this will bypass the initial outlined path and they will deduct credit if we say 'no' to the parts request. Unfortunately in this case, they do not consider the origin of the issue for why parts were requested only if we fulfill the parts request or not.

Please let us know if you have any general or PO specific questions - we are always happy to partner with your team to work through these together!

Best,
Ashley Ruiz

On Tue, Nov 28, 2023 at 3:01 PM Lisa Petros <lisa.petros@jlahome.com> wrote:

On CS486313470, we didn't send a replacement so we are ok on that one as it was a valid defect under warranty.

But, it still begs the bigger question of do they always take credit for warranty issues, even when we have handled?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: Laura Yee [mailto:laura.yee@jlahome.com]

Sent: Tuesday, November 28, 2023 11:58 AM

To: Lisa Petros

Cc: Kelly Ryan; ashley.ruiz@jlahome.com; Vanessa Corciega; wayfairCS; Helita Dewitt
Subject: Re: WF chargeback questions - replacement sent and warranty

Hi All,

For the two where replacements were sent, they looked like shipping costs of less than \$7 each. So I concluded they were valid assuming we are responsible for shipping them.

But for **CS486313470**, the charge is almost \$680 and I wasn't too sure because we said "it was under warranty" but also deemed "valid defect issue" per WF.

Best Regards,

Laura Yee

Distribution

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On Tue, Nov 28, 2023 at 11:49 AM Lisa Petros <lisa.petros@jlahome.com> wrote:

So, this is concerning since we are doing replacements for customers within the one-year warranty because WF is sending them to us. They should NOT be taking credit, too!!!

Why are they not letting us handle the warranty? And, if we are going to allow them to take credit for any reason (like one that doesn't fall under our warranty coverage), should we be denying any request for warranty coverage from a WF customer? Also, do they take any credit for electric products?

Lisa Petros

Customer Service Director

E&E Co., Ltd dba JLAHome.

925-583-9301

From: Laura Yee [<mailto:laura.yee@jlahome.com>]

Sent: Tuesday, November 28, 2023 11:39 AM

To: Kelly Ryan

Cc: ashley.ruiz@jlahome.com; Vanessa Corciega; wayfairCS; Helita Dewitt

Subject: Re: WF chargeback questions - replacement sent and warranty

Hi Kelly,