



Start

Customer makes service booking with Authorised UBCO Dealer

Agent confirms warranty status and gains customer authorisation for diagnosis

Online tool to lookup VIN details (in dev) OR Agent provides proof of Retail Sale date

Agent performs diagnosis and confirms details of any remedial work required

Refer to Allocated Repair Times

Warranty coverage current?

Agent submits Warranty Claim with fault diagnosis information

Online Form creates HubSpot Ticket

UBCO issues warranty ticket number

UBCO reviews claim and seeks additional information if required

Total cost of repair under the Agent self-approval limit?

UBCO and Agent agree claim details

Confirmation email

Claim is Approved

UBCO and Agent agree on compromise

Claim is partially Approved

Agent orders approved parts via portal

UBCO Invoices and sends parts for repair

UBCO credits approved Parts and Labour

Email with explanation

Claim is Declined

Email with explanation

<https://ubcobikes.store.unleashedsoftware.com/login>

No

Agent provides quotation to Customer

END