

UBCO Warranty Process

This process, along with the related documents, can be found in the **UBCO Dealer Hub** under **Sales/Service/Support** > [Knowledge Base](#).

Once you have completed the [warranty claim form](#), if the claim is approved you will receive a confirmation email outlining the next steps.

Your next steps (which are outlined in the Claim Approved Email)

- Order parts required for the repair on our [B2B Online Ordering Portal](#).
 - Ensure our **Ticket ID** is used in the reference/PO field (format: **W Ticket ID**).
 - When completing the order please do not order other parts/accessories not related to the warranty claim.
 - When the order is submitted you will receive an order confirmation email.
- Once you have received your **order confirmation** please reply to the approved claim email with the **SO number**.
 - This is needed to ensure UBCO credits the parts and labour for this claim.

UBCO Next Steps

- Once we receive your email reply with the SO number and as per our Warranty Handbook and [Claim Process](#), UBCO will issue an invoice and credit for the parts and a credit for labour as per our [Allocated Repair Times](#).
- This concludes the warranty claim process.
- UBCO will supply and invoice parts at the usual dealer price.
- UBCO will no longer receive or process dealer invoices for payment. All invoice/credit transactions will be processed by UBCO.
- Invoice/Credits for parts will appear on your statement and net to zero.
- Credit for warranty labour will appear on your statement.
- Payments as a result of credit balances on the claim account can be made on request.
- Alternatively, credit balances will be consumed through normal business trading.
- Any questions about this process please contact your local UBCO Warranty team at warranty@ubcobikes.com.