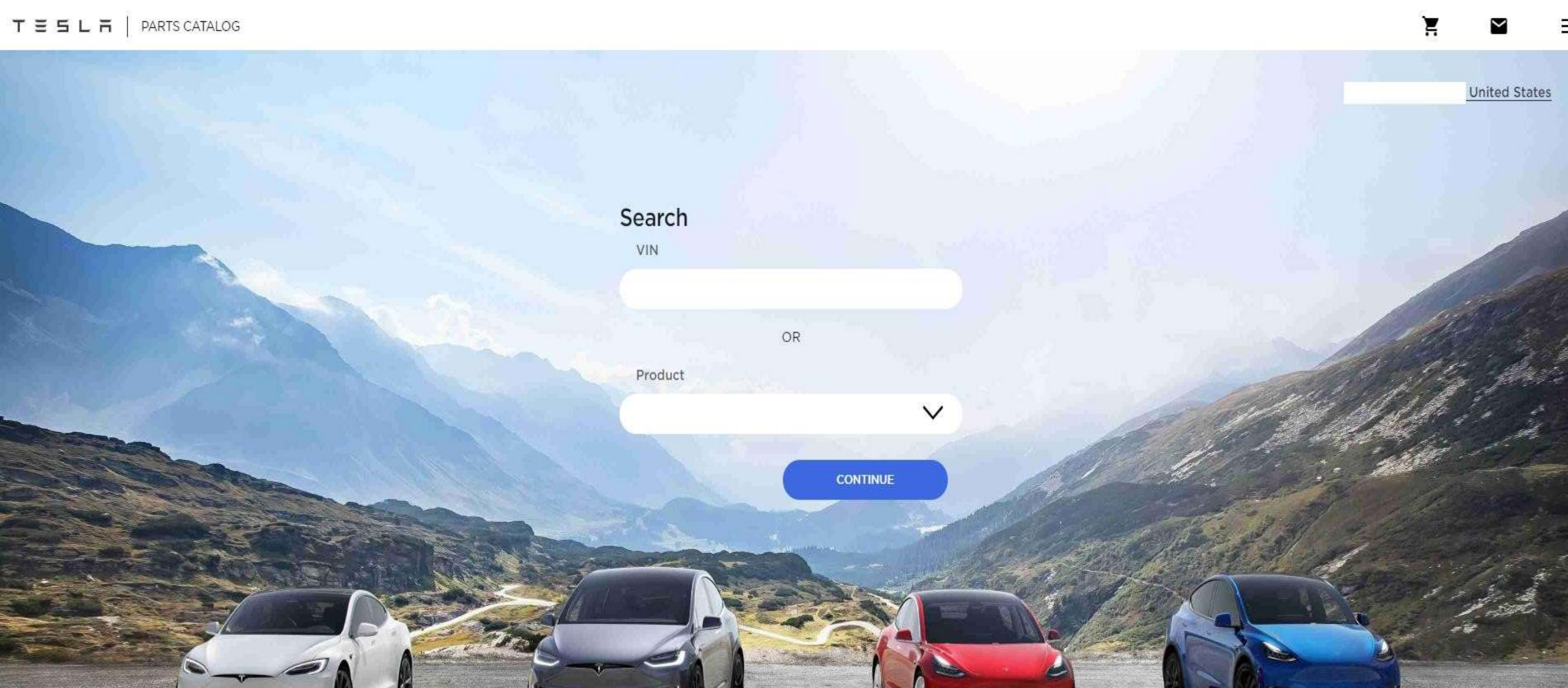


EASE OF RETURNS

TABS RETURN PROCESS IN THE ELECTRONIC PARTS CATALOG



The process of returning parts using the Electronic Parts Catalog (EPC).

TABS PARTS RETURN POLICY

Discrepancy Claims

If a part is found to be damaged, please notify Tesla within 24h from receiving the shipment
If a part is not correct/unwanted, please notify Tesla within 48h from receiving the shipment
All required documentation will need to be provided for a claim to be reviewed.

Inventory Returns

You must use the return process within 30 days of the delivery date to avoid a re-stocking fee.
Parts returned from 31 to 90 days past delivery date are subject to a 10% restocking fee.
Parts cannot be returned after 90 days.

TABS PARTS RETURN POLICY

Carrier Damages

If your part(s) were damaged by the shipping carrier while in transit, please do not reject the shipment. Receive the shipment, notify the delivery driver right away of the damage, and follow the steps below:

1. If the carrier uses an electronic signature (i.e. signing their tablet), ask them to show you that they are recording your report of damage. If they cannot show you, demand a paper copy of the bill of lading and notate damages on it.
2. If the carrier uses a paper copy of the bill of lading, please notate/write anywhere on the bill of lading that your shipment was damaged.
3. Submit the damaged part return with the minimum required photos and upload a copy of the signed bill of lading notating damages (further instructions on pages 9 & 10).

Failure to upload a signed bill of lading notating damages will result in denial of your return request.

TABS PARTS RETURN POLICY

Only approved parts returns will receive credit. Only Tesla Body Repair Parts staff can approve parts to be scrapped or repaired on site; all other parts must be shipped back to Tesla.

Returns must be received in new condition, or they will not receive credit.

Any item deemed in scrap condition cannot be used for repair purposes.

Non-Returnable Parts

The following items are not eligible for returns:

- Stock order parts (ordered without a VIN)
- Dangerous goods (i.e. airbags and 12v batteries)
- Hardware and adhesives (i.e. rivets and clips)
- Electronic components and wire harnesses (i.e. ECUs, MCUs, Key Fobs, sensors)
- Parts that have been installed (parts that have been installed requires warranty triage from the Technical Team)

PART RETURN USING EPC

TESLA | PARTS CATALOG

Home | Repair Status

Repairs by Age

0-11 Days	12-30 Days	31-60 Days	60+ Days	100+ Days
0 (0%)	7 (70%)	0 (0%)	2 (20%)	1 (10%)

DISPLAY BATTERY CHARGE ON-SITE VEHICLE

Open Repairs

Closed Repairs

search by vin search by invoice search by repair order search by order

ID	Customer	Repair Order	VIN/Model/Year	Days	Repair Stage	Actual Arrival Date	Schedule Appointment	Parts Received
EPC-382824	Claus Espe	85576	ModelS 2018	2	Delivered	04/21/2021	04/21/2021	<input type="checkbox"/>
EPC-382256	Joseph Bisbiglia	85573	Model3 2018	4	Delivered	04/14/2021	04/14/2021 04/19/2021 04/19/2021	<input type="checkbox"/>

EX CLEAR

UPDATE UPDATE

Catalogs
Repair Status
Part Orders
Statements
Credit Memo
Return/Refund status
My Account
Logout

1. Click this button to view order history

2a. Search by VIN, invoice, or RO

2b. Search for the repair order.

3. Select the order ID that includes the part you want to return.

1. Select **Repair Status** from the menu.
2. Search for the order, VIN, or invoice that you want to return the part for.
3. Click the **ID** link.

PART RETURN USING EPC

Order History

VIN: Customer:

Order 85500

Parts Distribution Center Lathrop - Murphy 2

<input type="checkbox"/>	Part	Part Description	Order Placed	Status	Order History Date	Tracking	Order No	Carrier	Requested	Shipped	Credit Memo Number	Invoice Download
<input checked="" type="checkbox"/>	1108905-S0-A	M3 RR FASCIA SVC	03/31/2021	Delivered	04/02/2021	092698281	EPC-731025-1	UPS Ground Freight Inc.	1	1		US-006-0000419680
<input type="checkbox"/>			03/31/2021	Delivered	04/05/2021	785457403215	EPC-731025-1	FedEx Ground	1	1		US-006-0000419678

2. Click this button to return checked items

RETURN PARTS EMAIL ME

[Return Policy](#)

1. Check the **Return checkbox** next to each part you need to return.
2. Click the **Return/Refund Parts** button.

1. **Return Checkbox.**
Select each part you want to return.

Please do not reject any shipments if the part(s) are damaged or mis-shipped (from carrier). Complete this return process if this has occurred.

PART RETURN USING EPC

INCORRECT/UNWANTED PART

1. Select the reason for return.

2. Select the resolution type.

3. Select Add and specify the box size and weight.

4. Specify the quantity you are returning for the selected part

5. Assign a package ID to each part when shipping parts back to Tesla

When you want to ship the part back to Tesla:

1. Select the reason you are returning the part.
2. Select the resolution type.
3. If you are shipping a part back to Tesla, then click the Add button to define the shipment package.
4. For each part number you have included, specify the QTY to be returned.
5. If you are shipping part(s) back to Tesla, assign a package ID to each part number.

Note: If you need more than one package for the return request, then click the add button again to create additional packages for each respective part number.

PART REPAIR USING EPC

DAMAGED PART

1. Specify Damaged.

2. Specify Process labor credit.

3. Include the number of items you will repair.

4. Include labor rate and hours if you are repairing the part yourself.

Invoice	Part	Part Description	Tracking	Order	Quantity	Labor Rate	Labor Hour (HH:MM)
US-006-0000419680	1108905-S0-A	M3 RR FASCIA SVC	092698281	EPC-731025-1	1	65	03:00

When you want to repair the part:

1. Select **Damaged** as the return reason.
2. Select **Process Labor Credit** as the resolution type.
3. For each part number you have included, specify the number of items needing repair.
4. Include your labor rate and estimated hours needed to fix the part.

Note: Requested labor credit cannot be more than the cost of the part. Lastly, labor rate and hour fields only need to be filled out when "Process labor credit" is selected.

PART RETURN USING EPC

DAMAGED PART

For Mis-Shipped and Damaged returns, each part number listed requires at least three photos.

Include three photos of each different part you have listed as damaged or mis-shipped and for each package you are returning.

Click **Submit** when all items include three photos of the part(s).

A confirmation screen will be displayed with the RMA number displayed. This only confirms that the request has been submitted. The approval will come in an e-mail.

Return Reason: Damaged

Resolution Type: Process Labor Credit

Invoice	Part	Part Description	Comment	Quantity	Labor Rate	Labor Hour (HH:MM)
US-006-00	1108905-S0-A	M3 RR FASCIA S	Repairing bumper	1	65	03:00

Choose File 3.jpg [DELETE] Choose File 2.jpg [DELETE] Choose File 1.jpg [DELETE] Choose File No file chosen [DELETE]

Photo of the packing slip

Photo of packaging

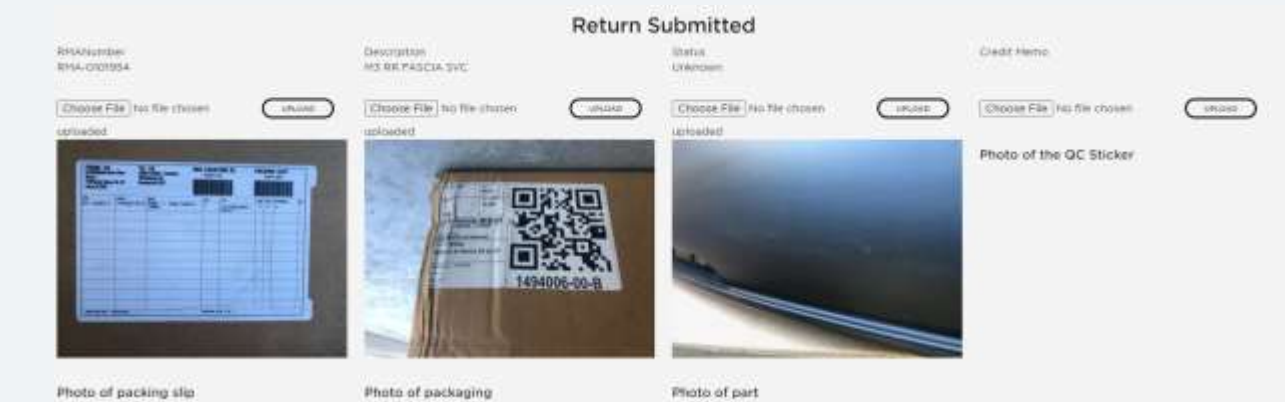
Photo of part

Photo of the QC Sticker

If the part is damaged, photo showing any damage to the part's delivery box.

Photo of the packing slip.

Photo of the damaged areas on the part.



PART RETURN USING EPC

DAMAGED PART

Notification/reminder to upload a signed bill of lading notating damages

If any parts below are being returned due to carrier damage, please attach signed Bill of Ladings notating damages for each shipment.

Return Reason: Damaged
Resolution Type: Process Credit

Invoice	Part	Part Description	Tracking	Order No	Shipped	Comment	Quantity	Labor Rate	Labor Hour (HH:MM)
US-006-0000425171	1069328-00-A	RIVET, FLOW FORM, SS COATED, 8.0 LONG, 1.3-2.5MM GRIP RANGE, 7.4MM Hole	785678561946	EPC-736051-1	10				

Click choose file, then upload the scan or photocopy of your signed bill of lading notating damages

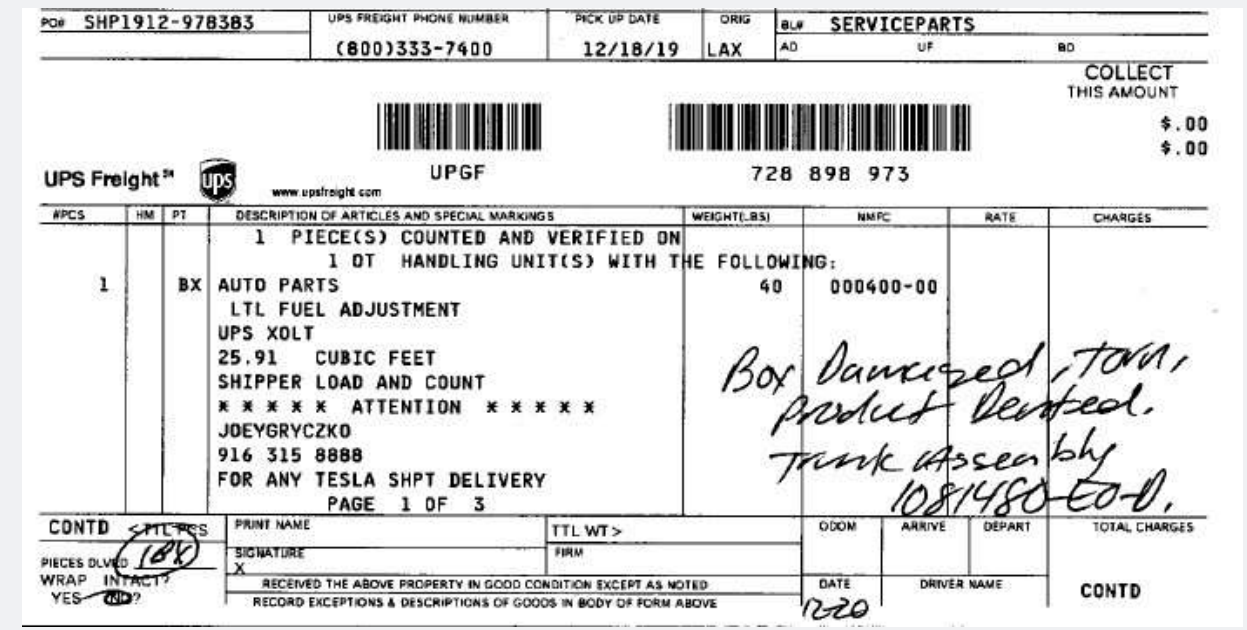
Bill Of Lading Documents

Choose File Copy of UPS BO...g Damages.png
Choose File Copy of UPS BOL Notating Damages.png

SUBMIT

If your part was damaged by the shipping carrier, please also upload a copy of the signed bill of lading notating damages.

Example of signed bill of lading notating damages:



PART RETURN USING EPC

The return replacement options are:

- **Process credit** - part return only
- **Process replacement** - part return + request for replacement order (please mention in notes if you want a different PN ordered)
- **Process labor credit** - labor credit to repair a damaged part (You must include the labor rate and hours on the return line)

The return reasons are:

- **Damaged**
- **System error** - for any EPC catalog issues related to parts (e.g. wrong part number)
- **Mis-shipped** - received wrong part vs what was ordered
- **Missing** - part shorted from package or carrier lost shipment
- **Unwanted** - any unwanted parts (total loss, customer canceled repairs, over ordered, etc.)

Any invoice related issue should be raised with EMEABodyRepair@tesla.com

PART RETURN USING EPC

CREDIT FOR RETURNED PARTS

For parts being shipped back to Tesla, place a copy of the packing slip inside the box with the part.

Use the Shipping label to ship the box back to Tesla.

Return Request Status

no-reply
To: [redacted]
Mon 2:25 PM

RRN-000-PackingSlip.pdf
5 KB

TESLA

Return Request Number: RRN-000

RMA Number	Part Number	Part Description	Return Disposition	Return Status	Comments
RMA-004	1041316-00-B	MS EXT MIRROR ASY, BASE, DOMESTIC, RH	Return Allowed	Return Allowed	Your return is processed and your credit is pending approval upon inspection of returned parts

If you will be sending parts back, please refer to the attached packing slip for your return parts. Please include a copy each on the inside and outside of the box. There will be a follow-up email with the return shipping label.

If you have any questions, please contact bodyrepair@tesla.com with the Return Request Numbers as reference.

Sincerely, The Tesla Team.

Tesla Logistics Production: NEW BOOKING - FedEx Shipment for Tesla SHP2...

Warp
To: [redacted]
Mon 2:26 PM

FdxLbl_SHP2...
14 KB

TESLA

Please note, Tesla does not schedule pickups for parcel sized shipments. If you do not have a regular pickup please either schedule one by calling 1-800-GO-FEDEX or take the packages to your local FedEx location.

Logistics Workflow: Transportation (shipment # SHP2...)

Order Information

Shipment # SHP2... Status **Tendered**

Order Created By **WD System** Order Date **8/24/2020**

Reference **CONS-** Freight Ready Date / **08/24/2020 09:25 PM**
Number(s) **000** Time **(PST)**

Supplier Information

Credit for Returned Parts

For parts that are scrapped on site; a credit will be applied to your monthly statement, on the associated invoice for the approved parts.

For parts that are repaired on site; a credit will be applied to your monthly statement, on the associated invoice for the approved parts.

For parts being shipped back to Tesla; once we have received the parts and finished the inspection, you will see a credit applied to your monthly statement, on the associated invoice for the approved parts.

PART RETURN USING EPC

RETURN/REFUND STATUS

TESLA | PARTS CATALOG

Home | Returns

Return Request

Search by RMA number Search by Return Request Number Search by VIN Number Search by Inv

CLEAR

RMA Number	VIN	Part Number	Part Description	Sales Order	Date	Status	Return Reason	Inspect Disposition	Number of Parts Returned	RRN	CM
RMA-0038934		1061987-01-H	MS WSHLD ASSY COYOTE (HWA) LHD	1001589585	06/08/2020	Reviewed	Damaged		1	RRN-0000285	CM-US-006-0000211400
RMA-0038934		1057354-00-B	STEERING COLMN CONTROL MODULE, ACC MC2	1001613936	06/15/2020	Shipment Created	Unwanted	Box Open - Item Unused	1	RRN-0000333	CM-US-006-0000213377-001
				1001611081	06/15/2020	Shipment	Unwanted	Box Open - Item			CM-US-006-

Select **Returns/Refund Status** to view all return RMAs and their disposition.

CLEAR

Each return request will be listed on its own row and will show the details of the return process.

Once the return is received, inspected and approved, a **Credit Memo** number is shown. Click the CM # to view the document. Alternatively, click the RRN # on the left to download a consolidated credit for all parts under that return request.

To check the status of a return request, select the **Returns/Refund Status** link under the login dropdown menu.

Every return request is listed with its status.

Once processed, you will see return allowed or denied in the **Return Disposition** column.

Parts returned for **Unwanted** or **Mis-shipped** reasons will be refunded after the part is received and inspected at the Tesla warehouse and found to be in good condition.