**Data Item Description**

**Defect Rectification and Warranty Procedure**

**PM259**

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**Purpose**

The Defect Rectification and Warranty Procedure is intended to make the Subcontracting Authority aware of the process the Supplier proposes to employ to fulfil its Defect Rectification and Warranty obligations.

**References**

This DID must be read in conjunction with Schedule A (General Conditions) and the corresponding SOW reference.

**Preparation Instructions**

This Data Item shall comply with the general format, content and preparation instructions set out in Part 1 (Introduction) and Part 2 (Project Management) of the SOW.

**Format and Content**

Supplier’s format.

The Defect Rectification and Warranty Procedure shall contain, as a minimum, the following information:

1. responsibilities and authority of the Supplier’s representatives tasked with Defect and Warranty claims;
2. procedures and instructions relating to how Defects and warranty claims are handled and processed;
3. the manner of allocation of priorities with respect to each Defect and Warranty claim;
4. monitoring the progress of each Defect Rectification and Warranty claim;
5. arrangements for the Purchaser to accept the corrected items;
6. disposal of Defective items; and
7. Defect and Warranty claim contact information:

Name: [\* insert name]

Telephone Number: [\* insert office telephone number]

Cell Number: [\* insert cell number]

Email [\* insert email address]