



Supplier recourse — €62,400 never claimed

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1,340 returns over three years, 214 still in time · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Supplier recourse** is what the supplier owes the retailer when a product fails. It sits alongside the warranty owed to the customer: **a return can be both covered for the customer and charged back to the supplier**. The two movements are independent, and that is precisely why one gets forgotten.

What three years of files reveal

Finding	Volume	Value
Returns on a reference still covered by supplier recourse	1,340	—
Of which never charged back to the supplier	1,340	100 %
Average cost borne by the retailer (part, labour, postage)	—	€46.60
Total wrongly borne by the retailer	—	€62,400
Files still within the recourse window	214	€18,200 recoverable

The 214 recoverable files, by supplier

Supplier	Files	Amount	Time left to claim	Document required
Supplier 1 · small appliances	74	€6,900	4 months	Serial number + photo of the fault
Supplier 2 · vacuum cleaning	41	€3,400	2 months	Purchase invoice + workshop report
Supplier 3 · power tools	38	€3,100	6 weeks	Batch number
Suppliers 4 to 7	61	€4,800	2 to 7 months	As per contract
Total	214	€18,200	—	—

What changes for the months ahead

Moment	What is done	By whom
Opening of the return file	Supplier recourse is identified and flagged, with its deadline	The agent
Decision on the outcome	The required supporting document is assembled alongside the customer file	The agent
Sending the claim	Under the recourse mandate, or after approval	The after-sales manager
Chaser at 30 days	Written chaser with the history of what was sent	The agent, under the same mandate

What protects your supplier relationship: a claim only goes out with the **original order found** and the **supporting document required by the contract** attached. The agent assembles both while the customer file is being handled, at no extra time — **a complete claim gets paid**, an incomplete one damages the relationship and comes back at the framework contract renewal.

Order in which the manager wants the 7 claim batches handled: _____

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