Supplier recourse — €62,400 never claimed

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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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.

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

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https://bluelemonagent.ai/en/entreprises/cas-usage/agent-de-gestion-sav-retours-garanties

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