



BSA INCORPORATED • 639 PASSAIC AVENUE • NUTLEY, NEW JERSEY 07110 • TELEPHONE (201) 667-5600
EASTERN STATES DISTRIBUTOR FOR BSA MOTORCYCLES / A SUBSIDIARY OF THE BIRMINGHAM SMALL ARMS COMPANY, LTD. OF ENGLAND

despatch to all dealers:

SERVICE BULLETIN NO. 293

December 5, 1968

FROM: Walter Brown, Service Manager

SUBJECT: Policy on Damages and Shortages in Shipments.

Examine the Packing Case

When you receive a new motorcycle shipment the packing case or crate must be examined closely before you sign the bill of lading.

If upon examination you find that the packing case or crate is damaged or shows signs of being dropped the top must be removed and the motorcycle and contents inspected to determine if parts are damaged or if any became lost during transit.

When you find that parts are damaged or missing, you must submit a claim to the trucking company.

Concealed Damage

When you find parts damaged in a packing box or crate that does not have broken boards or is not knocked out of shape, you may submit a claim to BSA Incorporated on the Warranty Claim Form, HQ-164. Shortage claims are to be submitted likewise.

Do not use a Warranty Credit Claim form for an Emergency Parts Order.

When parts are required for Damages or Shortages, they are to be taken from your stock.

If any are not in stock, you must order them from our Parts Department on a Priority Parts Order form.

Then within 10 days from the time the parts replacement job is completed you are to submit a claim for credit to BSA Incorporated.