How to Handle Defective Filters After Delivery

Buyer action checklist — print & use

Checklist

1. Write the defect definition and claim window into the purchase contract.
2. Agree the spare-parts percentage and ship them WITH the order.
3. Set up lot-number traceability (carton labels → production records).
4. Define the claim flow: evidence needed, response time, replacement vs credit.
5. Keep a small failure log per SKU — patterns beat anecdotes.
6. Review defect rates quarterly with the factory; don't wait for a crisis.