

Warranty & Claims

A guide to product warranty and claims: the months on the product, the warranties created by deliveries, claims in and out of warranty, the certificate and access rights.

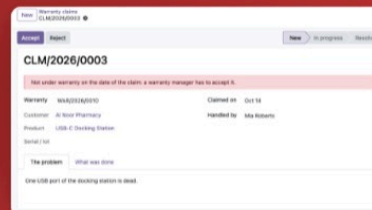
1. Start here

In plain words: A customer calls about a laptop bought last year. Is it still under warranty? Nobody knows, so somebody searches old invoices. **Product Warranty & Claims** answers in one click: you set the **warranty in months** on a product, the **warranty of the customer is created when the product is delivered**, and every **claim** says at once whether it is **in or out of warranty**.



Warranty ID	Customer	Product	Serial No.	Start	End	Duration	Status
WAR/2026/0001	Customer A	Product X	123456789	2025-01-01	2026-01-01	12 Months	In Warranty
WAR/2026/0002	Customer B	Product Y	987654321	2025-02-01	2026-02-01	12 Months	In Warranty
WAR/2026/0003	Customer C	Product Z	567890123	2025-03-01	2026-03-01	12 Months	In Warranty
WAR/2026/0004	Customer D	Product X	234567890	2025-04-01	2026-04-01	12 Months	In Warranty
WAR/2026/0005	Customer E	Product Y	890123456	2025-05-01	2026-05-01	12 Months	In Warranty
WAR/2026/0006	Customer F	Product Z	345678901	2025-06-01	2026-06-01	12 Months	In Warranty
WAR/2026/0007	Customer G	Product X	678901234	2025-07-01	2026-07-01	12 Months	In Warranty
WAR/2026/0008	Customer H	Product Y	012345678	2025-08-01	2026-08-01	12 Months	In Warranty

Warranties



CLM/2026/0003

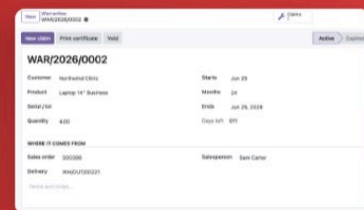
Not under warranty on the date of the claim, a warranty manager has to accept it.

Warranty	Customer	Product	Serial No.	Claimed on	Handled by
WAR/2026/0003	Customer A	Product X	123456789	2025-01-01	Warranty Manager

The problem: Other than this.

One USB part of the existing station is dead.

Claims, in or out of warranty



WAR/2026/0002

Customer	Product	Serial No.	Quantity	Start	End	Duration
Customer A	Laptop 15" Business	123456789	1	2025-01-01	2026-01-01	12 Months

WHERE IT COMES FROM

Sales order	Delivery	Subsystem
SO/2025/0001	DEL/2025/0001	Subsystem A

A warranty

The warranties, a claim out of warranty and a warranty.

Tip: Nothing to type for the warranties of your deliveries: they are created by the delivery.

2. What you get

Feature	What it does
Warranty on the product	A number of months on the product. 0 means no warranty.
Created by the delivery	When a delivery to a customer is validated, a warranty is created for each product that has one: one per serial number, otherwise one for the quantity delivered.
Dates and status	A start, an end and a status: Active, Expired or Void. Days left, and a filter for those expiring in 30 days.
Claims	A claim on a warranty with the problem, the person who handles it and a log in the chatter.
In or out of warranty	Computed from the date of the claim: a claim after the end of the warranty is out of warranty and shown in red.
Steps	New, In progress, Resolved (repair, replacement, refund or other) or Rejected. Out-of-warranty claims are accepted by a warranty manager.
Everywhere	Warranty buttons on the sales order, the delivery and the customer.
Certificate	A printable warranty certificate.
Arabic	Everything is translated and works right to left.

3. Requirements

Item	Details
Odoo	19.0 (Community or Enterprise)
Apps needed	Sales and Inventory (<code>sale_stock</code>)
License	OPL-1 (Odoo Proprietary License v1.0)

4. Install

- 1 Unzip the package. Inside is `taqnix_warranty.zip` ; unzip it to get the folder `taqnix_warranty` .
- 2 Copy the folder into one of the `addons_path` folders of your Odoo server and restart Odoo.
- 3 Log in as an administrator, activate **Developer mode**, open **Apps** and press **Update Apps List**.
- 4 Remove the "Apps" filter, search **Product Warranty & Claims** and press **Install**.

```
# or from the command line  
./odoo-bin -c odoo.conf -d YOUR_DATABASE -i taqnix_warranty --stop-after-init
```

5. Set the warranty on a product

In plain words: Open the product, **General Information** tab, and fill **Warranty (months)**. From the next delivery on, the customers are covered for this long.

Sales Orders To Invoice Products Reporting Configuration Warranty

4 3 My Company

New Products Laptop 14" Business

18.00 On Hand 18.00 Forecasted Documents 0 Sold 5.00 Purchased 0.00 Reordering Rules 0 In: 0 Out: 2

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Product

☆ Laptop 14" Business

☒ Sales ☒ Purchase

General Information Sales Purchase Inventory

Product Type ? ☒ Goods ☐ Service ☐ Combo Sales Price ? \$ 1,188.60

Invoicing Policy ? Ordered quantities Sales Taxes ? 15% X (= \$ 1,366.89 Incl. Taxes)

Track Inventory ? ☒ Cost ? \$ 849.00

Quantity On Hand 18.00 Purchase Taxes ? 15% X

Warranty (months) ? 24 Category

Reference

Barcode

Send message Log note Activity

The conversation is empty.

INTERNAL NOTES

This note is only for internal purposes.

A laptop with a warranty of 24 months.

Tip: Deliveries made before you set the months have no warranty. Open the delivery and press Create warranties.

6. The warranties

In plain words: Sales → Warranty → Warranties lists them. The delivery date is the start. Change the months and the end moves with them: that is how you extend a warranty. The filters show the active ones, those expiring in 30 days, the expired and the void.

SalesOrdersTo InvoiceProductsReportingConfigurationWarranty

NewWarranties

Search...

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☐	Name	Customer	Product	Serial / lot	Starts	Ends	Days left	Claims	State	
☐	WAR/2026/0011	Al Noor Pharmacy	Wireless Mouse		Aug 19, 2025	Feb 19		0	Expired	
☐	WAR/2026/0010	Al Noor Pharmacy	USB-C Docking Station		Aug 19, 2025	Aug 19		1	Expired	
☐	WAR/2026/0009	Blue Bay Hotel	Wireless Mouse		Mar 22	Sep 22		1	Expired	
☐	WAR/2026/0004	Contoso Labs	Barcode Scanner	BS-16701	Nov 27, 2025	Nov 27	35	1	Active	
☐	WAR/2026/0005	Contoso Labs	Barcode Scanner	BS-16702	Nov 27, 2025	Nov 27	35	0	Active	
☐	WAR/2026/0006	Contoso Labs	Barcode Scanner	BS-16703	Nov 27, 2025	Nov 27	35	0	Active	
☐	WAR/2026/0001	Northwind Clinic	Wireless Mouse		Jun 25	Dec 25	63	0	Active	
☐	WAR/2026/0003	Northwind Clinic	USB-C Docking Station		Jun 25	Jun 25, 2027	245	0	Active	
☐	WAR/2026/0012	Northwind Clinic	Barcode Scanner	BS-16601	Oct 3	Oct 3, 2027	345	0	Active	
☐	WAR/2026/0013	Northwind Clinic	Barcode Scanner	BS-16602	Oct 3	Oct 3, 2027	345	0	Active	
☐	WAR/2026/0007	Contoso Labs	Laptop 14" Business		Nov 27, 2025	Nov 27, 2027	400	1	Active	
☐	WAR/2026/0002	Northwind Clinic	Laptop 14" Business		Jun 25	Jun 25, 2028	611	1	Active	
☐	WAR/2026/0008	Blue Bay Hotel	Standing Desk Pro		Mar 22	Mar 22, 2029	881	1	Active	

The warranties: expired ones in grey, serial numbers apart.

SalesOrdersTo InvoiceProductsReportingConfigurationWarranty

NewWarranties

WAR/2026/0002

Claims 1

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New claimPrint certificateVoid

ActiveExpired

Send messageLog note

WAR/2026/0002

CustomerNorthwind ClinicStartsJun 25

ProductLaptop 14" BusinessMonths24

Serial / lotEndsJun 25, 2028

Quantity4.00Days left611

WHERE IT COMES FROM

Sales orderS00398SalespersonSam Carter

DeliveryWH/OUT/00221

Terms and notes...

The conversation is empty.

A warranty with its order and delivery.

Button	What it does
New claim	Opens a claim on this warranty.
Print certificate	The warranty certificate for the customer.
Void	Cancels the warranty, for example after a return. A warranty manager can reinstate it.

The screenshot shows a software interface for managing sales orders. At the top, there's a navigation bar with tabs: Sales, Orders, To Invoice, Products, Reporting, Configuration, and Warranty. On the right, there are notification icons and a user profile. Below the navigation bar, there's a header for 'Sales Orders S00399' with a 'New' button and a 'Warranties' button (indicated by a shield icon and the number 4). The main content area is divided into two sections. The left section, titled 'S00399', contains details about the order: Customer (Contoso Labs, Seattle), Order Date (Oct 23, 2:40 PM), and Payment Terms (Immediate). Below this, there's a table with columns: Product, Quantity, Delivered, Invoiced, Unit Price, Taxes, and Amount. The table lists two items: 'Barcode Scanner' (Quantity 3.00, Delivered 3.00, Invoiced 0.00, Unit Price 189.00, Taxes 15%, Amount \$ 567.00) and 'Laptop 14" Business' (Quantity 1.00, Delivered 1.00, Invoiced 0.00, Unit Price 1,188.60, Taxes 15%, Amount \$ 1,188.60). Below the table, there are links to 'Add a product', 'Add a section', 'Add a note', and 'Catalog'. At the bottom of the left section, there's a 'Terms and conditions...' link. The right section is a chat area with a 'Send message' button and a 'Log note' button. It shows a search icon, a link icon, and a user icon. The chat area is currently empty, with a message saying 'The conversation is empty.'

The sales order with its Warranties button.

7. A claim, step by step

In plain words: Press **New claim** on a warranty, or open **Sales → Warranty → Claims**. Describe the problem. The banner tells you if the product is under warranty on the date of the claim.

Sales Orders To Invoice Products Reporting Configuration Warranty									
New Warranty claims									
Search...									
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Name	Claimed on	Customer	Product	Warranty	Under warra...	Handled by	Resolution	State	
CLM/2026/0006	Sep 13	Contoso Labs	Laptop 14" Business	WAR/2026/0007		Mia Roberts	Repair	In progress	
CLM/2026/0005	Oct 9	Blue Bay Hotel	Wireless Mouse	WAR/2026/0009		Sam Carter		Rejected	
CLM/2026/0004	Sep 22	Blue Bay Hotel	Standing Desk Pro	WAR/2026/0008		Sam Carter	Replacement	Resolved	
CLM/2026/0003	Oct 14	Al Noor Pharmacy	USB-C Docking Station	WAR/2026/0010		Mia Roberts		New	
CLM/2026/0002	Oct 21	Contoso Labs	Barcode Scanner	WAR/2026/0004		Mia Roberts		New	
CLM/2026/0001	Oct 17	Northwind Clinic	Laptop 14" Business	WAR/2026/0002		Sam Carter		In progress	

The claims: out-of-warranty ones in red.

Step	Who	What happens
Accept	Sales users; a warranty manager if it is out of warranty	The claim is in progress.
Resolve	Sales users	Choose repair, replacement, refund or other and say what was done.
Reject	Sales users	The claim is rejected; write why in the chatter.
Reopen	Sales users	A resolved or rejected claim goes back to New.

SalesOrdersTo InvoiceProductsReportingConfigurationWarranty

Warranty claimsCLM/2026/0001

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ResolveRejectNewIn progressResolvedSend messageLog noteActivity

CLM/2026/0001

Under warranty on the date of the claim.

WarrantyWAR/2026/0002

CustomerNorthwind Clinic

ProductLaptop 14" Business

Serial / lot

Claimed onOct 17

Handled bySam Carter

Resolution

The problem

What was done

The laptop shuts down after ten minutes on battery.

The conversation is empty.

A claim in progress.

SalesOrdersTo InvoiceProductsReportingConfigurationWarranty

Warranty claimsCLM/2026/0003

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AcceptRejectNewIn progressResolvedSend messageLog noteActivity

CLM/2026/0003

Not under warranty on the date of the claim: a warranty manager has to accept it.

WarrantyWAR/2026/0010

CustomerAl Noor Pharmacy

ProductUSB-C Docking Station

Serial / lot

Claimed onOct 14

Handled byMia Roberts

The problem

What was done

One USB port of the docking station is dead.

The conversation is empty.

A claim out of warranty: only a warranty manager can accept it.

SalesOrdersTo InvoiceProductsReportingConfigurationWarranty

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NewWarranty claimsCLM/2026/0004

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ReopenNewIn progressResolvedSend messageLog noteActivity

CLM/2026/0004

WarrantyWAR/2026/0008

CustomerBlue Bay Hotel

ProductStanding Desk Pro

Serial / lot

Claimed onSep 22

Handled bySam Carter

ResolutionReplacement

Resolved OnOct 23

The problemWhat was done

The motor of the desk makes a loud noise when it goes up.

The conversation is empty.

A resolved claim.

8. The certificate

In plain words: **Print certificate** on a warranty gives a page with the customer, the product and serial number, the dates and your terms.



My Company
الولايات المتحدة

شهادة ضمان WAR/2026/0004

العميل: Contoso Labs
الطلب: S00399
التسليم: WH/OUT/00222

يبدأ: 27/11/2025
ينتهي: 27/11/2026
الحالة: ساري

المنتج	الرقم التسلسلي / الدفعة	الكمية	الاشهر
Barcode Scanner	BS-16701	1.00	12

The printed certificate.

9. Who can do what

Who	Can
Sales users	Create warranties and claims, accept claims under warranty, resolve and reject. They cannot delete.
Inventory users	Read the warranties and claims.
Sales managers (Warranty: Manager)	Accept claims out of warranty, void warranties, delete.

10. Arabic and right to left

My Company

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المبيعاتالطلباتبانتظار الفوترةالمنتجاتإعداد التقاريرالتهيئةالضمان

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بحث...

جديدالضمانات

الاسم	العمل	المنتج	الرقم التسلسلي / النسخة	بدأ	ينتهي	الأيام المتبقية	المطالبات	الحالة	
WAR/2026/0011	Al Noor Pharmacy	Wireless Mouse		١٩ أغسطس ٢٠٢٥	١٩ فبراير	0		منتهى	
WAR/2026/0010	Al Noor Pharmacy	USB-C Docking Station		١٩ أغسطس ٢٠٢٥	١٩ أغسطس	1		منتهى	
WAR/2026/0009	Blue Bay Hotel	Wireless Mouse		٢٢ مارس	٢٢ سبتمبر	1		منتهى	
WAR/2026/0004	Contoso Labs	Barcode Scanner	BS-16701	٢٧ نوفمبر ٢٠٢٥	٢٧ نوفمبر	35	1	ساري	
WAR/2026/0005	Contoso Labs	Barcode Scanner	BS-16702	٢٧ نوفمبر ٢٠٢٥	٢٧ نوفمبر	35	0	ساري	
WAR/2026/0006	Contoso Labs	Barcode Scanner	BS-16703	٢٧ نوفمبر ٢٠٢٥	٢٧ نوفمبر	35	0	ساري	
WAR/2026/0001	Northwind Clinic	Wireless Mouse		٢٥ يونيو	٢٥ ديسمبر	63	0	ساري	
WAR/2026/0003	Northwind Clinic	USB-C Docking Station		٢٥ يونيو	٢٥ يونيو ٢٠٢٧	245	0	ساري	
WAR/2026/0012	Northwind Clinic	Barcode Scanner	BS-16601	٣ أكتوبر	٣ أكتوبر ٢٠٢٧	345	0	ساري	
WAR/2026/0013	Northwind Clinic	Barcode Scanner	BS-16602	٣ أكتوبر	٣ أكتوبر ٢٠٢٧	345	0	ساري	
WAR/2026/0007	Contoso Labs	Laptop 14" Business		٢٧ نوفمبر ٢٠٢٥	٢٧ نوفمبر ٢٠٢٧	400	1	ساري	
WAR/2026/0002	Northwind Clinic	Laptop 14" Business		٢٥ يونيو	٢٥ يونيو ٢٠٢٨	611	1	ساري	
WAR/2026/0008	Blue Bay Hotel	Standing Desk Pro		٢٢ مارس	٢٢ مارس ٢٠٢٩	881	1	ساري	

The warranties in an Arabic interface.

11. Limits

Limit	Detail
Months only	The warranty is a number of months from the delivery date; no start on installation.
No repair order	The claim records the resolution; it does not create a repair order or a return.
Returns	A returned delivery does not void its warranty by itself: press Void.
One warranty per product line	Lines of the same product in a delivery are one warranty (one per serial number when tracked).

12. For developers

In plain words: Skip this chapter if you only use the module.

```
env['taqnix.warranty'].create({'partner_id': partner.id, 'product_id': product.id, 'start_picking._tx_create_warranties() # for a done outgoing delivery
```

13. Troubleshooting

Problem	What to do
No warranty was created	The product has 0 months, or the delivery has no customer. Set the months and press Create warranties on the delivery.
"This product is not under warranty on the date of the claim"	Ask a warranty manager to accept it, or extend the warranty.
I cannot void a warranty	It needs the Warranty: Manager group (sales managers).
Expired warranty shows no days left	Days left are shown only for active warranties.

14. Updating and removing

Replace the folder with the new version, restart Odoo and run `-u taqnix_warranty` . Warranties and claims are kept.

15. Support

Installation help and bug fixes are included for 6 months, with lifetime updates. Contact us through the marketplace page where you bought the module or write to **support@taqnix.com** with your Odoo version and a screenshot.

Changelog

1.0.0 – Initial release

- Warranty months on the product; warranties created when a delivery is validated (per serial number)
- Start, end and status (active, expired, void), days left, expiring filter
- Claims with steps, resolution and log; in or out of warranty by the date of the claim
- Out-of-warranty claims accepted by a warranty manager
- Warranty buttons on the sales order, the delivery and the customer; certificate
- Arabic translation, automated tests