

Service request

For rapid processing of your Query, return the completed form either online via your Adobe Reader, by email to service@pfanzelt.com or by fax to **+49 (0) 8860 92 17 -2913**. If you have any telephone queries, you can call our customer service on **+49 (0) 8860 92 17 -2914**.

Customer ID (if available)	<input type="text"/>	Vehicle location (if different)	
Company	<input type="text"/>	Company	<input type="text"/>
Name	<input type="text"/>	Name	<input type="text"/>
Street	<input type="text"/>	Street	<input type="text"/>
Post Code	<input type="text"/>	Town	<input type="text"/>
Country	<input type="text"/>	Post code	<input type="text"/>
Phone	<input type="text"/>	Town	<input type="text"/>
Fax	<input type="text"/>	Country	<input type="text"/>
e-Mail	<input type="text"/>	Phone	<input type="text"/>

Customer typ Dealer End customer

Assisting dealer or commission

Data about vehicle

Vehicle type

Serial number or VIN

Year of construction

Type of request

- Technical problem Technical query
- Assistance for operation Request for fitter²
- Request a call back Miscellaneous

Message

Place, date

Signature, company stamp³

¹ Ihre Serviceanfrage erfolgt unter Zugrundelegung unserer allgemeinen Verkaufsbedingungen (AGB). Diese können im Internet unter agb.pfanzelt.com abgerufen werden. Gelieferte Ware bleibt bis zur vollständigen Zahlung unser Eigentum.

² We point out that the required labour costs shall be charged at €8.10 € per work unit (1 work unit approximately 5 minutes) plus required spare parts.

Please note that the following surcharges apply to our cost rate:

Weekdays before 5 am and from 8 pm	plus 50%
on Saturdays	plus 100%
Sundays and public holidays	plus 200%

The travelling expenses shall be charged at a flat rate of €1.20 per kilometre (prices excluding statutory VAT).

If the client or owner (authorised signatory) is not available at the time the repairs on the machine were completed, it shall also be considered correctly completed even without signature. In this process, the crucial element is the fitter's repair report.

³ With online shipments the service request is also valid without signature.