

Warranty claim

For rapid processing of your application, 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**.

☐ **Warranty claim** ☐ **Goodwill claim**

Dealer

Customer ID (if available)

Company

Name

Street

Post code Town

Country

Phone

Fax

e-Mail

Endkunde

Company

Name

Street

Post code Town

Country

Phone

Data about vehicle

Vehicle type

Serial number or VIN

Year of construction operating hour

date of loss

Complaint/cause

Remedy/measure**Costs/hours**

Total/hours	

Spare parts and materials used

Article number	Name	Quantity	E-price	G-price

		Total/parts		
Total labour costs		x Hourly rate (€)	=	
Travelling time (hours)		x Hourly rate (€)	=	
Travelling expenses (km)		x €/km	=	

Total in € excluding VAT

Additional information

Used parts already returned on

Delivery slip number Spare parts order

Invoice number

Service request number/ our reference

Place, date Signature, company stamp¹

General information about warranty processing

Requirements for a warranty claim:

- Warranty claims can exclusively be processed if the product has been registered with by having returned the warranty card/handover protocol.
 - The damage must have occurred within the warranty period.
- If these requirements are not met, we are unable to process the warranty claim.

Procedure:

1. Please complete the warranty/goodwill claim immediately after having damaged the unit or carried out the repair
2. You will receive a process number by email featuring information about the downstream procedure. If requested by us, please return used parts (within at max. 4 weeks) to the following address:

PM Pfanzelt Maschinenbau GmbH
Garantie/Altteiltrücksendung
Antragsnummer:
Frankau 37
D-87675 Rettenbach am Auerberg
3. Please always return used parts stating the process number or enclose a copy of the warranty/goodwill claim.
4. Used parts that are not returned within the deadline or which are returned without process number or corresponding labelling will not be processed. (Disposal after 2 weeks) shipping type: free shipping
5. Spare parts delivered in advance will be charged upon delivery. Only upon accepting the warranty or goodwill claim will the amount be credited.
6. You will be notified about the current warranty processing status by email. For this reason, we would like to ask you to refrain from enquiries by phone. agb.pfanzelt.com