

# CLAIM FORM



Claim no.

Please always quote the claim number when invoicing and making inquiries.

## 1. CUSTOMER DATA

Date

Customer

Your contact person

Email address

Phone number

Your order number

## 2. HENLE ORDER DATA

Order number

Invoice number

Delivery note number

Item

Item number

Serial number

## 3. DESCRIPTION OF CLAIM

Please describe the error as precisely as possible and include relevant images.

**PRESSURE SETTINGS:**

**OPERATING HOURS:**

### REQUEST FOR OWN REPAIR

Please note: Only expenses approved in advance by HENLE can be reimbursed.

Please enter your expected expenses and the associated costs in the table opposite.

Expenses	costs
<hr/>	<hr/>

### REPAIR BY HENLE

Send the completed claim form and all relevant images by email to: [kundendienst@henle-baumaschinentechnik.de](mailto:kundendienst@henle-baumaschinentechnik.de)

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## 4. GENERAL CONDITIONS

### PLACE OF PERFORMANCE

The place of performance for warranties is the customer's address.

### HOURLY RATE

A maximum of €85/hour may be charged.

### TRAVEL EXPENSE ALLOWANCE

A maximum of €100 may be charged.

### TARGET TIMES

Please refer to our separate document for the target times for repairs.

### RETURN DELIVERY

Please return the rejected part to us within 14 days of submitting the complaint or after replacing the rejected part.

### CALCULATION OF SPARE PARTS

Any HENLE spare parts required will be charged to you separately and credited back to you in the event of a warranty claim.

### HYDRAULIC COMPONENTS

In the case of complaints about hydraulic components, the pressure settings must also be specified.

### TERMS AND CONDITIONS

The current version of the General Terms and Conditions of HENLE Baumaschinentechnik GmbH apply. These can be viewed at [www.henle-baumaschinentechnik.de/agb](http://www.henle-baumaschinentechnik.de/agb) or requested on request.

Send the completed claim form and all relevant images by email to: [kundendienst@henle-baumaschinentechnik.de](mailto:kundendienst@henle-baumaschinentechnik.de)