

Warranty / Guarantee claim

Please note the processing instructions on the second page!

Warranty / Guarantee No.

Date:

Customer/workshop
Name

Contact person

Street

City, state

Zip code

Customer no. workshop

Invoice no. workshop

Manufacturer/
supplier:

HJS Emission Technology GmbH & Co. KG
Dieselweg 12 · D-58706 Menden/Germany

Contact person:

Dealer
Name

Contact person

Street

City, state

Zip code

Dealer customer no.

Invoice no. dealer

Submitted from branch store

Dealer / workshop warranty no.

Contact person

HJS article no.

Description

Dealer article no.

Extra information

Vehicle manufacturer and model

VIN

Engine type

Engine no.

Displacement

HP

Gasoline

☐

Diesel

☐

Manual

☐

Automatic

☐

Registration date

Installed on (date)

at (millage)

Replaced on (date)

at (millage)

Complaint reason/exact description of the complaint (If not enough space is available, please use an extra piece of paper.)

Error occurs

☐ Hot conditions

☐ Cold conditions

☐ Humid conditions

☐ Others

Please mark which process is desired upon approval

☐ Refund

☐ free replacement

Please mark which process is desired upon disapproval

☐ Return part

☐ Scrap part

☐ Original invoices regarding replacement costs (i.e. additional costs) to the amount of + tax are enclosed.

All additional costs / documents submitted after submission of this claim will not be refunded in any form.

☐ Claimed part has been replaced before warranty submission.

Complete and accurate data confirmed

Date

Signature

Processing information

Important processing information:

This **fully completed warranty and guarantee claim** must be accompanied by proof of the purchase or delivery of HJS products (delivery note, purchase receipt, workshop installation invoice to the end user).

In the event of a warranty claim, the claimant must provide evidence – in the form of informative* installation invoices, error records or other workshop documents – demonstrating that the installation and operating instructions have been adhered to. The spare part that is the subject of the complaint must be sent to HJS, together with all the documents listed above, for proper inspection and assessment. If the above documents and those also listed further below are not submitted, the guarantor can reject the warranty claim.

- **Please observe the valid installation instructions for the respective product groups provided on the HJS homepage.**
- **Please note that missing or incorrect information can cause delays and increase processing costs.**
- **Please fill out one warranty claim for each claimed part!**
- **The costs of installation, removal and troubleshooting in accordance with OEM specifications must be itemised and documented in a customer invoice in a comprehensible manner for HJS. Costs for installation are to be shown without effect on profits.**

* Installation and removal invoices citing the vehicle manufacturer, model, registration number, chassis number, type code number (Germany-specific), engine code, power, registration date, mileage at the time of installation and removal.

In the case of catalytic converters, particulate filters and electronic components (sensors etc.), the error report, diagnostic description and emissions test report must also be provided.