

Your frequently asked questions - our answers

1. Where and with whom do I have to submit my warranty claim?

For a workshop, your contact person in a warranty case is the parts dealer where you purchased our product. Please contact them directly to ensure a smooth and fast warranty process. If the parts dealer does not provide a warranty form, you can download a form here: (www.hepu.de/downloads)

2. How do I fill out the warranty claim form correctly?

Please complete the application form carefully and in full with all vehicle and case-related data. Then send the completed application, proof of purchase, proof of installation (invoice) and, if incurred, any subsequent invoice with cost statement (specification of labour time value) to:

HEPU Autoteile GmbH –Technical Support
Mr. Michael Burkhardt
Fax: 05264 64 83 44
E-Mail: michael.burkhardt@hepu.de

3. What is the further procedure?

After we receive your completed application and supporting documents, our technical support will decide whether the defective component has to be sent to us, or photos are needed for technical appraisal. Please keep all components, including the mounting materials, until the warranty check is completed. The examination by our technical support is possible only if the above conditions are met.

4. When will I receive the result of the test?

If complaint is accepted:

As soon as we accept the warranty case, you will receive a credit note or an exchange part from your parts dealer. The reimbursement of labour and additional costs will also be made by your parts dealer.

If complaint is rejected:

If your complaint is rejected, you will receive the part back together with the test report, if such was requested in the application form.

WARRANTY APPLICATION FORM



Please send the completed form via fax or e-mail to:

HEPU Autoteile GmbH
 Technical Support
Fax: +49 (0) 5264 - 64 83 44
E-Mail: michael.burkhardt@hepu.de

To be completed by HEPU:	
Internal GWA-No:	
Date of receipt	

Applicant data			
Company			
Street, No.			
Postcode, City		Country	
Phone number	Fax	E-mail address	

Object of claim					
Manufacturer		Part number of manufacturer		Item description	
Quantity if items		Miscellaneous (e.g. additional items)			
Car manufacturer and car type		KeyNo.		Vehicle identification no. (VIN)	
Engine type	Engine no.	Displacement	kW	<input type="checkbox"/> Petrol <input type="checkbox"/> Diesel	<input type="checkbox"/> Manual transmission <input type="checkbox"/> Automatic transmission
Date of first registration	Installation date	Mileage at installation	Disassembling date	Mileage at disassembling	Mileage
Reason for complaint / detailed error description					
Malfunction occurrence <input type="checkbox"/> Warm engine <input type="checkbox"/> Cold engine <input type="checkbox"/> Permanent <input type="checkbox"/> Other <input type="checkbox"/> Preliminary compensation was made					

Approval of costs	
Labour and additional cost claimed:	<input type="checkbox"/> Yes Amount (net) € <input type="checkbox"/> No
All documents including invoice for the first installation as well as summary of costs, invoice for disassembling, labour costs and any additional costs must be enclosed. Documents submitted separately/at a later stage will not be taken into consideration.	

If accepted the following processing is required:	
<input type="checkbox"/> Credit Note	<input type="checkbox"/> Free replacement

If rejected the following processing is required	
<input type="checkbox"/> Component to be returned to customer	<input type="checkbox"/> Scrap/utylization

We assure that your complaint will be processed promptly after the following documents are received:

- Completed warranty application form
- Proof of purchase, copy of invoice for product being the subject of complaint
- Proof of first installation, uninstallation, copy of invoice or cost report with precise declaration of labour value

Please keep all components, including the mounting materials, until the warranty check is completed.
 Each case requires completion of a separate warranty form. Additional costs must be broken down in a clear and concise manner.

Signature of applicant	
By placing your signature you confirm that this form was completed in full and that all information influencing solution of the claim were provided.	
City/Date	Signature /Stamp

COST STATEMENT FOR WARRANTY CLAIM

Only valid in conjunction with a proof of first installation and a completed warranty claim form.
 Receipts for labour submitted separately/with delay and non-wage related costs will not be accepted.

*Required fields

<p>Workshop: Company stamp*, Date, Signature</p> <p>I hereby confirm that the information provided in this form is correct and complete.</p> <p>Date/Signature</p>	<p>Vehicle data</p> <p>Vehicle owner*</p> <hr/> <p>Type of vehicle*</p> <hr/> <p>Key No.*</p> <hr/> <p>Date of first registration*</p> <hr/> <p>Mileage*</p> <hr/> <p>Service date (rectification of the defect)*</p> <hr/> <p>Your reference no.</p>
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Description of work carried out

Summary of work steps				
Pos.	Designation ¹⁾	Quantity (Time in working hours) ²⁾	Price/Working hour in €	Amount in €
Total amount (exclusive of VAT)³⁾				

¹⁾Work performed or additional parts used ²⁾For labour values the base is 10 working hours = 1 hour
³⁾In a cost statement only net values are to be indicated (pure costs / without margins / net reference prices), since it concerns claims of damage.
 The transfer of the invoice contributions from the installation invoice to the vehicle owner is strictly forbidden.