

Rohr Warranty Claim



Warranty Claim for Warranty-Based Works

1. Notification of Damage/Defects

The ROHR Spezialfahrzeuge GmbH Customer Service must be immediately informed about the damage/defect by transmitting the warranty claim.

Mr Matthias Helf

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Mr Dominik Mühlbauer

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Subject to changes; please obtain information from Rohr by telephone or on the web site.

2. Release for Repair

If the claim is justified, Rohr provides you with a written repair works release and indicates a "warranty number" (e.g. KR 4111").

3. Processing Following Repairs

After repairs were performed according to the release, please send the completed warranty claim, including any invoices, repair approvals and old parts, back to

Rohr Spezialfahrzeuge GmbH

– Gewährleistung –

Ittlinger Str. 157

94315 Straubing

Germany

4. Labelling

With all deliveries to ROHR (old parts, invoices etc.), please indicate the relevant warranty number. If we receive old parts or invoices without a reference number, we cannot process them and will return them to the sender.

Rohr Warranty Claim



Warranty number*:

Warranty Claim

Applicant

Company name*:

Street*:

Post code, city/town*:

Mr/Ms*:

Telephone*:

Email*:

Vehicle

☐ Light truck

☐ Tanker

☐ Other

Number plate:

Customer/company:

VIN*:

Container no.:

Error/defect*:

Please provide a comprehensive error description

Date*:

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Documents/parts enclosed:

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Invoice

Repair approval

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Old part

Please print the warranty claim and return this to the address on page 1 above, including any required documents and old parts.

If no information is provided for fields indicated by * (compulsory field), processing is impossible. Data indicated in other fields is provided voluntarily.