B. Strautmann u. Söhne GmbH & Co. KG
Bielefelder Str. 53 – D 49196 Bad Laer
Tel: 0049 (0) 5424-802-0 | Fax: 0049 (0) 5424-802-11
E-Mail: service@strautmann.com

Warranty / Goodwill claim

Important information for completion of this form!

This form consists of 3 blocks. For optical distinction, each block is framed thus making it easier for you to keep the overview.

Block A:

This block includes all details about the claimant, the owner and the machine. Please fill in all fields of this block carefully! You will make it easier for us to handle your claim and avoid unnecessary further inquiries regarding missing information! Please ensure that the take-over declaration of the machine's owner is available. If this declaration is missing, we will not be able to further handle your claim. In this case, you will be given a notice from our customer service requesting you to file the declaration. Please specify your complete address, phone number, fax number and the name of your contact in any case. Thus, possible further inquiries can be directly passed on to the right person. Forms downloaded from our web site do not have a claim number. Please enter a corresponding and clear number for your company here. Apart from the case number, this claim number is important for later research referring to this claim.

Block B, Block C and Block D:

These fields are provided for details referring to the case. Please give detailed information about the damage / defect and the remedial actions taken by you. The more clearly you describe the damage / defect, the better we can judge it. Claims are frequently rejected due to unclear description of damage / defect thus preventing us from receiving important information.

The statement of costs follows. Please observe the fact that we do not reimburse mileage but the accrued hours of travel. We reimburse the actual amount of working hours. If, however, the costs stated by you happen to be beyond the reference values we have at our disposal, we will take the liberty to make cuts. Therefore please specify the reason for possible additional costs in case of repair work. Work which you have carried out by external companies will only be reimbursed upon presentation of the commercial invoice. This shall also apply to spare parts which you obtain through free trade (except for small parts such as nuts, screws etc.).

For replaced ORIGINAL spare parts, please specify the reference data (order number, invoice number) or the wholesaler or warehouse from which you obtained those parts. At the end of the line, please specify whether the defective parts are stored on your premises or were scrapped. Please do not send back any old parts to us without being asked! If we need any defective parts, you will be given a corresponding notice by our customer service.

If you carry out repair work on two different assemblies of a machine, please list the working hours and the costs separately. This form contains three identical blocks for this purpose.

Thank you very much for your understanding!

Claimant		**Warranty claim:**	☐
		Goodwill claim:	☐
Street:		**Spare parts warranty:**	☐
Postal Code / Place of residence		**Claim No.::**	
Phone:		**Date of claim:**	
Fax:		**Machine model:**	
Contact:		**Serial number:**	
Customernumber:		**Demonstration machine:**	☐
Value-added tax ID number:		**Date of delivery:**	
Name of owner:		**Date damage / defect occurred:**	
Street:		**Operating hours Engine:**	
Postal Code/ Place		**Removal date:**	

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Warranty / Goodwill claim

Claim1 (Block B)

Description of damage / defect:

Remedial actions / Repair measures:

Damage/Defect-causing part:	Spare part number:	Designation:

Number of hours:	Designation:	Value per unit:	Total:
	Assembly hour		0,00
	Hour of travel		0,00
	Expendable items / Small parts		0,00
	Operating media (oils, greases etc.)		0,00
	Spare parts, external supply (enclose third-party invoice)		0,00
	Repair, external services (enclose third-party invoice)		0,00
	Other costs		0,00

Amount:	Spare part number:	Designation:	Price per unit:	Total:	Reference data:	Defective part LA / VS[1]	
				0,00		☐	☐
				0,00		☐	☐
				0,00		☐	☐
				0,00		☐	☐
				0,00		☐	☐
				0,00		☐	☐
				0,00		☐	☐
				0,00		☐	☐
				0,00		☐	☐

[1]LA = stored on the agent's premises; VS = dispatched

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Warranty / Goodwill claim

Claim 2 (Block C)

Description of damage / defect:

Remedial actions / Repair measures:

Damage/Defect-causing part:	Spare part number:	Designation:

Number of hours:	Designation:	Value per unit:	Total:
	Assembly hour		0,00
	Hour of travel		0,00
	Expendable items / Small parts		0,00
	Operating media (oils, greases etc.)		0,00
	Spare parts, external supply (enclose third-party invoice)		0,00
	Repair, external services (enclose third-party invoice)		0,00
	Other costs		0,00

Amount:	Spare part number:	Designation:	Price per unit:	Total:	Reference data:	Defective part LA / VS[1]	
				0,00		☐	☐
				0,00		☐	☐
				0,00		☐	☐
				0,00		☐	☐
				0,00		☐	☐
				0,00		☐	☐
				0,00		☐	☐
				0,00		☐	☐
				0,00		☐	☐

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Warranty / Goodwill claim

Claim 3 (Block D)

Description of damage / defect:

Remedial actions / Repair measures:

Damage/Defect-causing part:	Spare part number:	Designation:

Number of hours:	Designation:	Value per unit:	Total:
	Assembly hour		0,00
	Hour of travel		0,00
	Expendable items / Small parts		0,00
	Operating media (oils, greases etc.)		0,00
	Spare parts, external supply (enclose third-party invoice)		0,00
	IRepair, external services (enclose third-party invoice)		0,00
	Other costs		0,00

Amount:	Spare part number.:	Designation:	Price per unit:	Total:	Reference data:	Defective part LA / VS[1]	
				0,00		☐	☐
				0,00		☐	☐
				0,00		☐	☐
				0,00		☐	☐
				0,00		☐	☐
				0,00		☐	☐
				0,00		☐	☐
				0,00		☐	☐
				0,00		☐	☐

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