

# Form for warranty or goodwill cases



Please send this document by E-Mail to: [service@kteg-company.com](mailto:service@kteg-company.com)

<b>KTEG Address</b>	<b>Warranty / Goodwill case customer</b>	
KTEG GmbH Helmut-Kiesel-Straße 5 D-64589 Stockstadt am Rhein	Goodwill case	Yes
	Dealer	
<b>Address / Stamp Customer</b>	Customer	
	Contact person customer	
	Machine type	
	Serial number	
	Operating hours at date of damage	
	Last repair date	
	Date of damage	
	Application date	

Damage description			
Main damage part		Part No.	
<b>Attention: Please store old parts (12 months)</b>		Serial number	

Complaints

Cause of damage

Done work

Warranty / Goodwill case customer no.:	
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<b>Statement of costs</b>
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	Part No.	Part name	Price per unit	Amount	Total price
1	000	Working time / service technician	55,00 €		
2	001	Drive time (max. 4 hours)	55,00 €		
3	002	Driven kilometers (max. 200 km)	0,75 €		
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
<b>Total price</b>					

<b>PLEASE NOTE</b>	
<b>We accept warranty claims only with following documentation:</b>	<b>Is attached:</b>
➤ photos of machine and working area	
➤ photos of damage before repair	
➤ photos of damage after repair	
➤ photo of damage on defect part	
➤ photos of old / new part	
➤ photo of type plate machine	
➤ photo of working hour	
➤ all invoices of needed parts	
➤ job card	
➤ maintenance proofs	
➤ oil analysis (if required)	
➤ excerpt of error memory	

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Date

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Signature / Company stamp