

# Procedure in case of claims

**Dear Motorservice Partner,**

**In order to ensure fast and trouble-free processing of claims, please observe the following points.**

## **Prerequisites for claims**

The Motorservice trading partner guarantees Motorservice that the prerequisites for a claim are met. The Motorservice trading partner has already verified whether the part subject to the claim is part of the Motorservice product range. Furthermore, it is to be checked and proven based on delivery notes or invoices that less than 12 months have passed since delivery of the spare part. The trade route must be adhered to.

## **Submitting claims**

If the parts were ordered via the Motorservice OnlineShop, claims must be submitted directly via the OnlineShop. To do this, please select the "Claims" entry in the "My account" menu and enter the data in the web form provided. For all other claims, please use the following form. Please ensure that the compulsory fields required to process the claim are filled out completely. The scope of the claim (amount of loss) must always be fully specified. Furthermore, we need to be notified immediately about any resulting personal injury. If repair or follow-up costs are claimed, copies of the respective invoices must be enclosed. Claims for costs that were handed in after our diagnostics or communication of results cannot be accepted.

## **Returning claim parts**

Claim parts should only be returned if explicitly requested by Motorservice. We will inform you whether and which parts have to be returned following receipt of your claim. Products made up of several parts must always be returned as a whole in the same scope as they were purchased. We reserve the right to request parts that were also damaged or that contributed to the damage being caused, even if they are not part of the Motorservice product range.

Claim parts must be sent in without incurring a charge for Motorservice. If a delivery includes parts relating to different claims, they must each be packaged and labelled separately. For parts from claims submitted via the online claims management, the returns label provided by the web application must be used for the return. Already used parts must be free from oil and other impurities. The trading partner must ensure that the parts are packaged properly and cannot be damaged during transport. The parts must be sent in appropriate original packaging with the greatest possible care. The items are returned at the trade partner's own risk and peril. When returning parts from outside the European Union, customs agreements (e.g. sending of a pro-forma invoice, communication of the original commercial invoice no., part declaration) must be adhered to at all times.

## **Destructive component testing**

When processing claims, it may be necessary to dismantle parts or assembly groups for diagnostics or material inspection, or to subject them to destructive testing. If you gave your consent in writing when submitting the claim, we can accept no liability for any damage that may occur during the analysis.

## **Other**

Parts can only be claimed if they were deployed or used for their intended purpose. Modified parts, components and parts already taken apart in the course of repair attempts cannot be claimed. Parts from rejected claims will be scrapped unless an explicit request has been made for them to be returned. Parts refunded within the scope of the warranty become the property of Motorservice. For organisational reasons, only German or English can be used when dealing with claims.

### **Addresses for returning parts:**

PIERBURG damaged parts:

**MS Motorservice International GmbH  
Hamburger Straße 15  
41540 Dormagen, Germany**

All claims relating to new parts and all other damaged parts

**MS Motorservice International GmbH  
Wilhelm-Maybach-Straße 14-18  
74196 Neuenstadt, Germany**

# Claims form

**Address details:**
**Your claim number (not item number):**

**Motorservice customer number:**

**Part designation\*:**

**Company name and address\*:**

**Item number\*:**

**Number of faulty parts\*:**

**Date of purchase\*:**

**Invoice number:**

**Name of your customer (repair shop, engine reconditioner):**

 **New part return (only to be completed for unused parts):**
 **Damage**
 **Product defect**
 **Installation problem**
 **Packaging fault**
 **Damage in transit**
 **Wrong specification**
 **Corrosion/dirt**
 **Other**
 **Event of damage (only to be completed if parts were damaged during operation):**
**Type of fuel\*:**
 Diesel
  Petrol
  Alcohol
  Gas (LPG, CNG, ...)

**Application\*:**
 Road vehicle
  Industrial application
  Marine application
  Agricultural vehicle

**Engine manufacturer\*:**

**Engine type/engine number\*:**

**Key number (for 2 and 3)\*:**

**Model year/initial registration\*:**

**Part date of installation\*:**

**km status/hours of operation\*:**


+

**Damage date\*:**


+

**km status/hours of operation\*:**

**Damage description\*:** (if required, add an attachment if not enough space is available)

**Extent of damage/claim\*:**
 **only part replacement**
**Total claim in Euro\*:**

 **Part replacement incl. repair costs (please enclose repair invoice)**
 **In case of refusal, please return the parts.**
 **I agree the parts to be taken apart, opened or submitted to destructive testing within the scope of examination as required.**
**Place/date\*:**
**Case handler\*:**