



# Claimed new parts

## Standard procedures for return

Dear Business Partner,

**it is only possible for us to deal quickly with complaints about new parts if the following guidelines in this regard are complied with:**

### Procedures for complaints about new parts

- Form "Return / Claimed new parts" with the following data
  - Quantity
  - Article No.
  - Detailed description of reasons for return (e.g. skirt diameter of valve is too small)
  - Delivery note No. and copy of delivery note
  - Procurement date
- It is also possible to download the "Return / Claimed new parts" form as a PDF-File at our internet site: [www.ms-motorservice.de/forms](http://www.ms-motorservice.de/forms)
- Notification of the competent sales office in advance by phone (contact data on the right)
- Return of goods as soon as possible after the defect has been detected.
- Return to our warehouse in Neuenstadt, carriage paid (no returns will be accepted by our sales offices).
- The return shipment is to be at the risk and liability of the customer. Motorservice shall not be held liable for any potential loss or damage during transportation.

The objective of these measures is to significantly improve our service level when dealing with claims and complaints and issuing credit notes relating to new parts.

Many thanks for your understanding and your active support.

### Delivery address returns/retoure

MS Motorservice Deutschland GmbH  
Returns/retoure  
Wilhelm-Maybach-Straße 14-18  
74196 Neuenstadt, Germany

Please direct any questions in this regard to your contact persons in the Motorservice sales team.

### Your contact persons

#### ► Sales Export

Tel +49 7141 8661-413  
Fax +49 7141 8661-410

# Return/Claimed new parts



<p><u>Return to:</u></p> <p><b>MS Motorservice Deutschland GmbH</b>  <b>Return/Claimed new part</b>          Wilhelm-Maybach-Strasse 14          74196 Neuenstadt, Germany</p>	<p>Name and address of Motorservice customer, Customer No.</p>
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→ Goods returned without this form and without details of delivery note number and date cannot be processed. Motorservice shall not be held liable for any potential loss of parts during transportation.

→ Please use the "cases of damage " form for damage to / complaints about used parts!

**New part return** – Goods and packaging must be in a saleable condition!

Item	Quantity	Article No.	Reason for return	Delivery note No.	Date
1					
2					
3					
4					
5					
6					
7					
8					
9					

**Return of used parts (turbocharger)**

Item.	Quantity	Article No.	Reason for return	Delivery note No.	Date
1			Return of used part		
2			Return of used part		
3			Return of used part		
4			Return of used part		

**Claimed new part 0-km**

Item.	Quantity	Article No.	Reason for return	Delivery note No.	Date
1					
2					
3					
4					

**Signature Customer**

<span>Date</span> <span>Signature of Customer</span>