Warranty Claim Form

BEIJER REF
UK & Ireland

Branch:

Warranty Claim Ref No:

Section 1

Customer Details:

Company:

Address:

Attn:

Account Number:

Order Number:
(For replacement part)

DOA? **YES** **NO**

Section 2

Faulty Item:

Description:

Code No:

Model No:

Date of Failure:

Details of Failure:-
ENGINEER TO COMPLETE
(Note: U/S will not do - full information is required or warranty will be rejected)

Section 3

Original Equipment:

Model Ref:

Serial No(s):

Invoice No:

Customer Order No:

Site & Location:

Engineer Name:

Section 4

Replacement Item:

Code No:

Despatch Date:

Sale Order Ref:

Invoice No:

Advice Note No:

Section 5

IMPORTANT NOTES TO CUSTOMER

1 Faulty items must be returned within 21 days of failure. Returns will not be accepted without this warranty claim form.
2 It is the responsibility of the customer to return the goods to **Beijer Ref UK & Ireland** branches. Items will NOT be collected.
3 Mitsubishi only - The attached Site Service Report must be complete. If this is not done any associated claim will be rejected.
4 The Warranty Claim Form must be fully completed to ensure that your claim is accepted.
5 **Warranty on compressors will be void if pipe terminations are not sealed (brazed).**
6 All goods are supplied subject to Beijer Ref UK & Ireland Conditions of Sale.
7 Replacement items will be issued only against the customers confirmed order, and will be invoiced.
8 Credit will be issued for the value of the goods, subject to the warranty claim being accepted.
9 Compressors will be inspected by a third party or the manufacturer for report and tear down analysis, and will not be returned unless specifically requested at time of warranty claim.
10 Rejected warranty product will be disposed of 12 weeks after customer notified.

This form must be used for claiming credit for items returned under warranty. All relevant sections are to be completed by the customer where applicable.
Items being returned must be labelled with the customers name and must also be accompanied by a copy of this form.

Name of person completing form:

Contact Telephone No:

Signature: **Date:**

To sign the form electronically using Adobe Reader, please click the 'Sign Document' option within your PDF top toolbar.
Alternatively please print out the form and sign manually.

Section 6

Beijer Ref UK & Ireland Internal Use Only

Are pipe terminations sealed on compressors? **YES** **NO**

Are there scorch marks on returned PCB's? **YES** **NO**