

guidelines warranty process

To ensure rapid and competent processing of warranty claims, we request that you observe the following information.

Customer information:

The initial contact person for warranty claims is a Kögel service partner of your choice. You can find him/her on our website at www.koegel.com/service in the “Servicenet” area or you can request the information on our service number +49 1 80 55 634 35-55.

Service partner information:

Before the warranty work is carried out, a written warranty claim must be submitted. An appropriate Excel form can be found on our website in the “Warranty” area. Please send the **completely** filled-out form together with pictures of the damage where appropriate to aftersales@koegel.com. In urgent cases, authorisation can be given by telephone during our hours of business (Monday - Friday, 7.30 - 17.00) on our service number quoted above.

The agreed hourly rates, in conjunction with our current Kögel standard times or the standard times of the component and system manufacturers, apply Europe-wide within the framework of our warranty conditions. These can also be found on our website in the “Warranty” or “Technical Information” area.

Replacement parts must always be obtained from Kögel and can be requested using the warranty claim form.

The defective old parts must be retained for a total of 4 weeks and must only be sent back to Kögel **on request**. These parts can be disposed of after the 4-week period expires. The period begins with the acknowledgement of receipt of the warranty claim by Kögel. Please send the requested old parts, together with the Kögel complaint number and the vehicle identification number (VIN) to the following address:

Kögel Trailer GmbH & Co. KG, Otto-Hahn-Straße 40, D-89231 Ulm

Note: Warranty

To ensure smooth processing of the financial settlement, we request that you note the Kögel complaint number and the VIN on all invoices submitted. Invoices without these details and without a warranty claim submitted or approved in advance cannot be processed and will be returned unprocessed to the sender. Please make the invoice out to the following address:

**Kögel Trailer GmbH & Co. KG, Techn. Kundenservice, Industriestraße 1,
D-89349 Burtenbach**

We request that you quote the VIN and the complaint number where appropriate with all queries.

Kögel Trailer GmbH & Co. KG thanks you for your understanding and cooperation.

We will be pleased to assist you with any questions on our service number +49 18 05 56 34 35-55.

Your Kögel Service Team