



The People You Know. The Products You Trust.

WARRANTY CLAIM FORM

Warranty claims are handled by our Customer Service Department. Before any repairs can be completed or parts provided under Warranty, a **Warranty Claim Form** MUST be completed and returned to warranty@schwarze.com.au for authorisation. If Warranty Repairs are required then an **Estimate of Repairs Form** MUST also be completed by the Authorised Schwarze Repairer/Service Provider and returned with the Completed Warranty Claim Form to the Customer Service email address as above. Once Authorisation has been approved you will be notified and either the Warranty Parts will be dispatched or a Purchase Order Number will be provided for the repairs to proceed. Schwarze Industries Australia **will not accept** Invoices from Repairers/Suppliers unless they include a Schwarze Purchase Order Number supplied by the Schwarze Customer Service Department.

This claim form will be returned to the claimant if not all information is provided.

CUSTOMER DETAILS

NAME OF CUSTOMER: _____
Address: _____
Phone No: _____ Fax No: _____
ABN No: _____
EMAIL ADDRESS: _____

VEHICLE DETAILS

BUILD No: _____ BUILD DATE: _____
Vehicle Make and Model: _____
Year Manufactured: _____
Has the Vehicle been modified from the Manufacturer's Specification?
NO YES **GIVE DETAILS:** _____

CLAIM DETAILS:

Date of Failure: Odometer Reading: Auxiliary Engine Hours:
(At Time of Failure) (At Time of Failure)

Description of Problem: _____

Part Number	Description

CLAIM DETAILS:

Did you have any warning or indications of a problem occurring prior to the failure?

NO YES **GIVE DETAILS:**

CLAIMANT'S DECLARATION

I hereby declare that the information above is true and correct to the best of my knowledge and belief and I have complied with all the conditions of the warranty.

Claimant's signature	Date
x	

WARRANTY INFORMATION

For businesses or individuals who may not have a current account with Schwarze Industries we also accept payment through direct debit, Master Card and Visa Card. Other payment options may be available by contacting our Spare Parts department.

This policy allows for efficient parts shipping and crediting.

Once received, shipments should be examined immediately. Any shortage or damage should be noted on the freight bill or express receipt BEFORE the parts are accepted from the carrier. Immediate notification to us of such shortage or damage is also required.

If you still have questions with the service or operation of your sweeper after consulting the maintenance and troubleshooting sections of this manual, call us toll free and we will provide you with additional instruction.

At Schwarze Industries we are truly committed to your complete satisfaction with our products and services. If you have any suggestions, please call our toll free number 1300 520 244. We are only a toll free phone call away.

FOR INTERNAL USE ONLY

Claim Accepted: Yes No Warranty Register No: _____

Claim Authorised By: _____ Date: _____
Print Name Signature

Claim was not accepted because Out of Warranty Other (see comments below)

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