

RELIABLE

QUALITY

DURABLE

M

ESTHETIC

WARRANTY

Applicable to products purchased from ERMAX A/S

ERMAX[®]

Warranty claim procedure

Introduction

This manual explains the Warranty Policy and Procedures valid for ERMAX A/S products.

Warranty handling

Problem description to be established for the defects occurred.



Check if the claim is justified (within 3 years). See guide for labels on the products.



To avoid loss, replace the defective unit with a genuine ERMAX product.



If a replacement part is to be sent, before the defective part has been appraised, can this be done only on receipt of an order from the customer/dealer.



Use warranty claim standard form and fill in the requested information. (Template available on last page of this handbook).
Complete all information on the document for a simplified processing.
Send the warranty form to: Quality@Ermax.dk



All defective parts must be returned for investigation with a copy of the claim form.
Parts shall be sent to the appropriate location. (Please ask for right location before sending)
Sender will pay freight costs for returning defective parts.



Result of the warranty claim from investigation.



If warranty is accepted by ERMAX a replacement or credit of product will be arranged.
(Credit will be made in the national defined currency)



Upon examination of the defective parts, ERMAX will determine whether warranty is accepted.
Expenses other than unit cost are not covered under normal warranty.



In case of any complaint, customer must refer to the Warranty claim number in all correspondence. Warranty claim number can be requested/supplied from ERMAX.



Result of investigations

What is happening, when warranty is accepted?

When warranty is accepted, the product becomes the property of ERMAX.

ERMAX will react according to the conditions described under warranty handling.



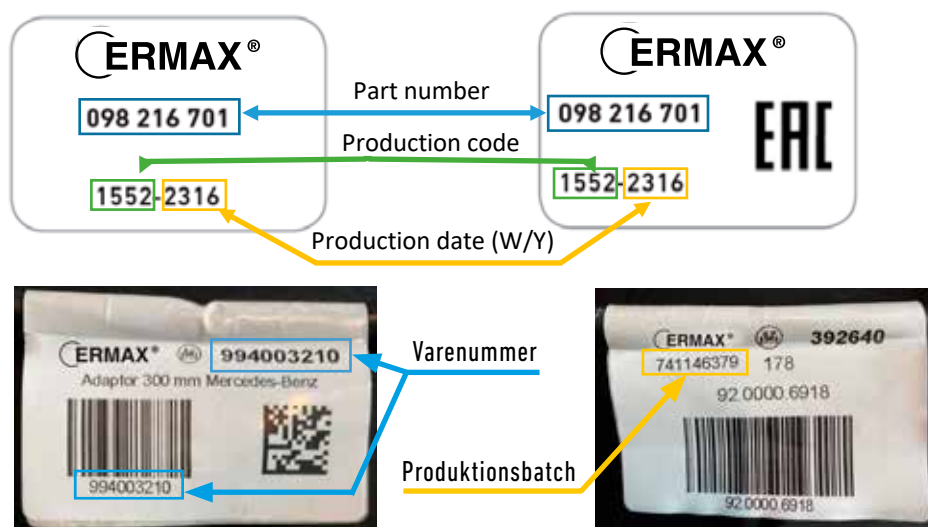
What is happening, when warranty is rejected?

When warranty is rejected, due to the fact that the product is fully functional, the product remains the property of applicant. The product will be returned to applicant at their own cost. If not collected within 14 days the products will be destroyed without notice.



If the product is in such a bad condition that it does not fulfill the terms and conditions, the product remains the property of applicant. Applicant will decide if the products are to be returned or to be destroyed.

Guide, labels on products



On these labels you will find all data to identify claimed parts.

1. In general, label will define Part number, Production code and Production date for the part.
2. For cables you will find part number and batch of production.
(Read of QR-barcode will provide information about the part number and batch)

Please state all the mentioned data in case of warranty. Provide a picture of label together with the claim.

If the label has been removed, damaged or missing, ERMAX reserves the right to reject claims due to the

Warranty Claim Form



Claim number:

*You can ask for this at ERMAX A/S*** Must be completed**** If possible*

Date applied*:

Customer Name*:

Customer claim reference*:

Part number*:

Part description*:

Production date*:

Production code*:

Quantity defects*:

Date of installation*:

Date of dismantling*:

Where installed/used*:

Type of vehicle*:

Mileage (km) driven with product**:

Contact person*:

Telephone*:

E-Mail*:

Description of problem identified and information about picture/documentation*

In case of rejection, do you want parts sent back*:

Yes No

Please return parts to following address, Write on parcel "Att. Quality Department":

ERMAX A/S • Vrandrupvej 2 • 6000 Kolding • Denmark • +45 39696800

Put some foam material, bubble plastic sheet, or brushed carton in the parcel, in order to protect the products during transport.



Brands og the BPW Group:



January 2023. Vers. 2.0



ERMAX A/S
Vranderupvej 2 • DK-6000 Kolding
Tel. +45 3969 6800 • www.ermax.dk