

# WARRANTY - CLAIM

**ATTENTION: ALL FIELDS ARE MANDATORY FIELDS**  
 Incomplete filled requests will incur an expense allowance of €50. If the missing information is not provided within 14 days, we reserve the right to return the request unprocessed.

### Customer data – Contractpartner of purchase

Company		Name contact person	
Streetname		Zip code + city	
Phone contact person		E-Mail contact person	

### Information on the appliance

Appliance- typ description		Typ number	
Claim reason customer		Serialnumber (only for devices)	
Build in parts	Description	Part number	Quantity
Claim for compensation <input type="checkbox"/>	Cause of error and troubleshooting / additional information:		
Return shipment <input type="checkbox"/>			

Please also enclose the following attachments in paper form:

- Service or repair report if carried out
- Service or repair invoice if it is part of the warranty claim and is to be reimbursed
- Invoice of Spare parts if they are part of the warranty claim and are to be reimbursed

In case of material warranty, there is only a claim to remuneration for the material, not to remuneration for working time and travelling time

If it is not a warranty process or defect for which PALUX AG or PhoeniKs GmbH is responsible (e.g. operating errors, contamination), the costs submitted will be rejected and any additional costs incurred will be passed on to me. The currently valid General Terms and Conditions of PALUX AG and PhoeniKs GmbH apply, available at [www.palux.de](http://www.palux.de) and [www.phoeniks.de](http://www.phoeniks.de)

date+time = process number	signature applicant																										
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Internal information, to be completed by PALUX:

Warranty recognised	Person in charge	Date	Comment		
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Yes <input type="checkbox"/></td> <td style="width: 50%;">No <input type="checkbox"/></td> </tr> </table>	Yes <input type="checkbox"/>	No <input type="checkbox"/>			
Yes <input type="checkbox"/>	No <input type="checkbox"/>				