

Handling of claims

Budweg Caliper A/S would like to strengthen the service by minimizing the handling time of claims and ensure a correct handling of warranties in co-operation with its customers.

Therefore, the following procedures must be followed when a claim is sent to Budweg Caliper A/S.

Packing and marking:

- Please enclose a claims report for each warranty with a detailed description of the reason for complaining.
- Place the claims in a separate box and mark the box with a yellow Budweg label on top for proper indication of department (Figure 1).
- If claims are returned together with old cores, the claims must be packed in a separate box and marked with a yellow Budweg label on top of the box. Place the box with claims in the pallet on top of the old cores. Mark the pallet in both ends with a yellow Budweg label (Figure 2).
- Please do not place the yellow Budweg label on top of the pallet (Figure 3).

Claims reports and yellow Budweg labels can be printed directly from Budweg's homepage: www.budweg.com

Warranty reports created by customers are accepted providing the reports have been approved by Budweg Caliper A/S and providing all necessary information is included for a proper warranty treatment.

With reference to the existing Budweg sales- and delivery terms, only products sold by Budweg Caliper A/S will be handled. Please do not return other brake parts as such parts will not be included in the warranty treatment.

If the above procedure is followed, Budweg Caliper will handle the claim within 14 days after receipt.

Best regards

Budweg Caliper A/S

How to pack and mark warranties

Please always remember to enclose a claims report for each warranty and mark the boxes and pallets with a yellow Budweg label before dispatch – Please see below.

Claims reports and yellow Budweg labels can be printed directly from Budweg’s homepage:
www.budweg.com

Version 1 2021		BUDWEG	
Customer / Adressat / Adresse de l'acheteur / Kæmperkunden			
Customer no. / Kundennummer / No. / Numéro de référence			
Order date / Dato for ordre / Date de commande / Auftragsdatum			
Cause of Claim / Grund des problems / Cause de la Garantie / Årsag			
<input type="checkbox"/>	Insufficient packaging / Insufficient emballage / Cause de conditionnement / Tilbagepakning		
<input type="checkbox"/>	Reduced bridle effect / Reduceret bremseeffekt / Effet réduit du freinage inhibé / Reduceret bremsereffekt		
<input type="checkbox"/>	Loading / Læsning / Chargement / Læsning		
<input type="checkbox"/>	Unpacking bridle cables / Uopakning af bremseledninger / Déballage des câbles / Uopakning af bremseledninger		
<input type="checkbox"/>	Physical damage / Fysiske skader / Dommages physiques / Fysiske skader		
<input type="checkbox"/>	Other / Andre / Autres / Andre		
Send to: / Sendt til: / Destinataire / Sendt til		Customer name / Kunden navn / Nom du client / Kunden navn	
Signature / Signatur / Signature / Signatur		Date / Dato / Date / Dato	
Budweg Caliper A/S Industrivej 10 DK-5260 Odense S Denmark www.budweg.com			



Figure 1:

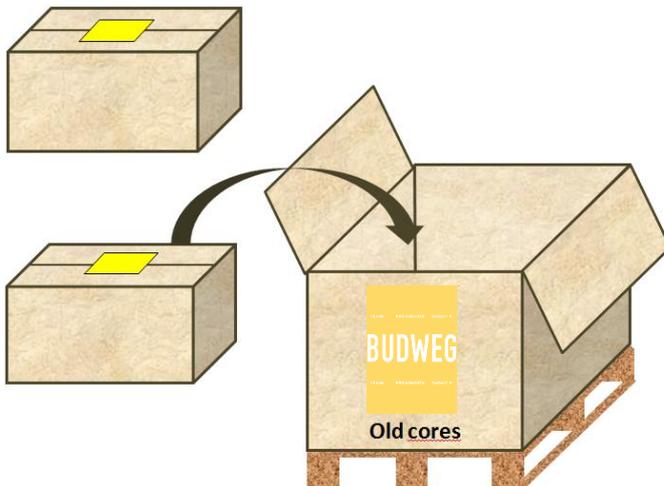


Figure 2:

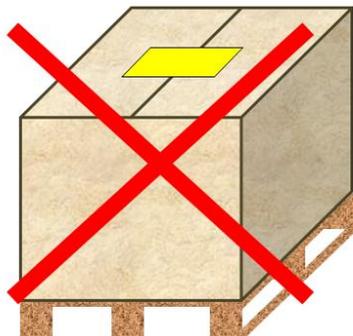


Figure 3: