

Handling of claims

TERREPOWER 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 TERREPOWER 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 TERREPOWER 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 TERREPOWER 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 TERREPOWER (Figure 2).
- Please do not place the yellow TERREPOWER label on top of the pallet (Figure 3).

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

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

With reference to the existing sales- and delivery terms, only products sold by TERREPOWER 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, TERREPOWER will handle the claim within 14 days after receipt.

Best regards
TERREPOWER 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 TERREPOWER label before dispatch – Please see below.

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

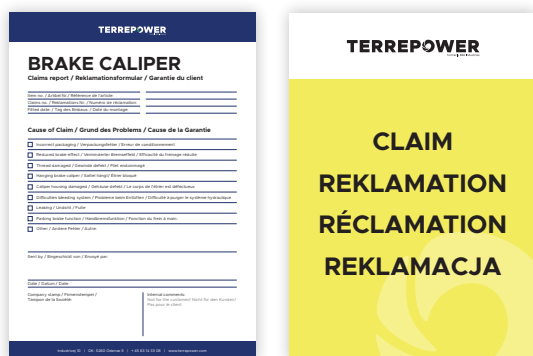


Figure 1:

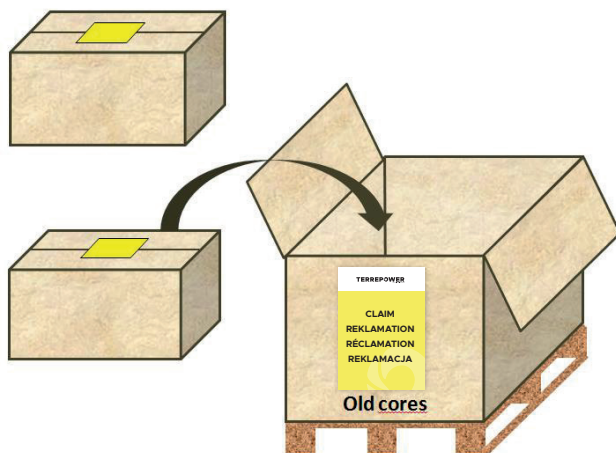


Figure 2:

Figure 3:

