



BPW LIMITED WARRANTY PROCEDURE INSTRUCTIONS

Warranty Process

1. If you identify that you have a warranty claim to submit, please complete the BPW Limited Warranty Claim Form which can be found online at www.bpw.co.uk or you can contact the Technical Services Department by email services@bpw.co.uk or on 0116 281 6100, select option 4 and then option 2. A member of the team will email or fax one to you. If the repair is major then BPW Limited MUST agree the repair process, procedure and cost before the repairs are carried out.
2. The necessary fields on the warranty claim form must be completed in order to proceed with the claim. Failure to give certain parts of information can lead to a significant delay in the claim.
3. On completion of the form please contact the Technical Services Department. An engineer will be available to speak with you and may ask further questions or request evidence to aid in the adjudication of the claim. On receipt of the claim form along with the correct information, a unique BPW Claim Reference Number will be issued to you. This number is to be used when querying the claim.
4. All warranty applications require a photo or video of the failure. If the BPW engineers are not able to make a judgement from the provided photo or video, they will inform you to return the failed component and provide a returns label with the address and warranty claim number.

If the component is to be returned to BPW Limited then the claim number is to be annotated on the component and a copy of the claim form is to accompany the part. Failure to do this will result in the BPW engineer being unable to match the component to the claim and this will lead to a significant delay in your claim or even a possible rejection.

All components returned to BPW Limited are done at the cost of the warranty applicant, if the warranty claim is accepted, this will be reimbursed. It is also the responsibility of the sender to ensure the component is securely packaged and labelled correctly.

5. Once the component arrives at BPW Limited a Technical Engineer will carry out an inspection to determine if warranty is to be awarded. An engineer will contact you and inform you of the outcome. In some cases a report MAY be given.
6. If the claim is accepted the following options will be presented to you:
 - a) A replacement part can be dispatched and BPW Limited will accept an invoice along with supporting evidence for labour and carriage quoting the claim reference number.

OR

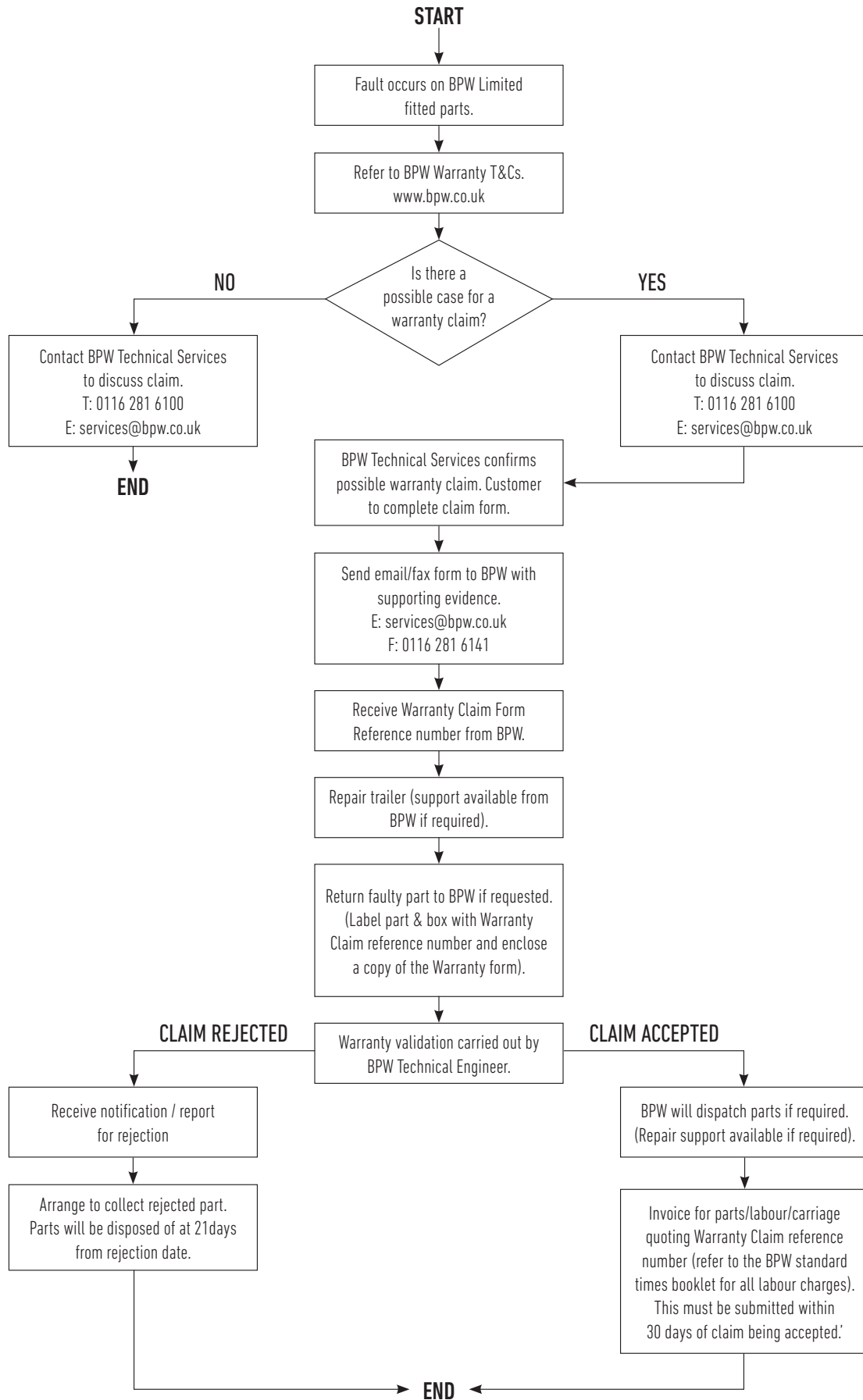
- b) BPW Limited will accept an invoice along with supporting evidence for the cost of the part, labour and carriage, again quoting the claim reference. The recompense for the parts used will be no more than the BPW Limited list price less 30%.

Invoices must be sent to BPW Limited stating the claim reference number, strictly within 30 days of the repair being completed.

7. If the claim has not been accepted then BPW Limited will hold the component for a maximum of 21 days from the point of rejection and it will then be disposed of accordingly. Should you wish to have the failed component back, you must make the collection under your own arrangements and the BPW Technical Services Department must be informed prior to collection.
8. If there is any doubt as to whether you have a warranty claim please contact the Technical Services Department. An engineer will be available to offer any advice requested.



WARRANTY PROCESS FLOWCHART





WARRANTY CLAIM FORM

CLAIM REFERENCE NUMBER

SECTION A - USER'S DETAILS

Trailer operator

Full address

Contact Name

Tel

Fax

SECTION B - TRAILER DETAILS

Trailer manufacturer

Chassis number

Fleet number

Trailer type

Distance covered kms

DATE	MONTH	YEAR
Date entered service		
Date of failure		

SECTION C - CLAIMANT'S DETAILS

Claimant

Full address

Claimant's reference no.

Contact Name

Tel

Fax

BPW Type plate - Axle

Date code

BPW BERGISCHE ACHSEN KG Made in Germany

SKHSF 9010-15 ECO-P | TSB 3709 | 093642001

D115-2 / 36104108

27.58.616.006 zul. Achslast perm. axle capacity charge adm. stat.k9000 gk 105 m/h

Axle code

27.58.616.006

Axle Codes=10 DIGITS

* *

093642001

Date Codes=9 DIGITS

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Reason for claim

*** PLEASE TICK POSITION OF FAILURE ABOVE**

Failed part numbers	Quantity

Please return to fax no. 0116 281 6141

Email services@bpw.co.uk

BPW contact name

Please tick as appropriate

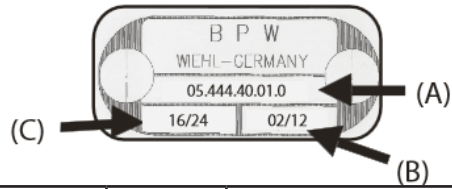
Credit Replacement part

Please return all components clearly labelled with your unique BPW claim reference number and accompany the component with a copy of your claim form for identification purposes. Failure to clearly label the component will result in the claim not being completed and all unidentified parts are disposed of within 3 weeks of arrival.

BRAKE CHAMBER



Example of identification tag on brake chamber



Brake chamber part no. (A)	Date code (B)	Type (C)	Quantity	Reason for failure

Please tick as appropriate Credit Replacement part

LANDING LEG (Please tick relevant boxes)



Type serial no. (A)	Date code (B)	Geared	Non-geared	Quantity	Reason for failure

Please tick as appropriate Credit Replacement part

AIR BAG/SLACK ADJUSTER/SHOCK ABSORBER

Item	Part no./type	Date code (on side of component)	Quantity	Reason for failure

Please tick as appropriate Credit Replacement part

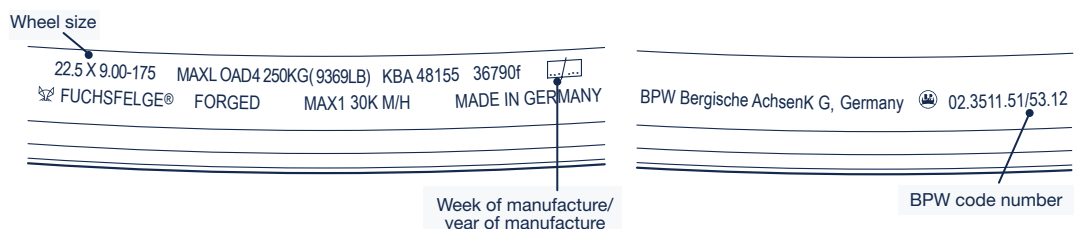
CYLINDERS AND PUMPS

Item	Serial no.	Date fitted	Reason for failure

Please tick as appropriate Credit Replacement part

WHEELS

Wheel size	BPW code no.	Week/year of manufacture	Quantity	Reason for failure



Please tick as appropriate Credit Replacement part