

## HUBTEX. complaint guidelines.

Work which has been performed within the scope of the device warranty must be submitted in the form of a completely filled-in warranty claim form to HUBTEX. Fulda as soon as possible, but not later than four weeks after completion of such work. One warranty claim form is to be used for each warranty work performed and each machine! It is **impossible** to submit an invoice instead of a warranty claim form.

Incompletely filled-in warranty claim forms cannot be handled.

As a matter of principle, no liability will be assumed for information and notes provided by the technical support of HUBTEX.

Warranty claim forms must always be submitted by email to:

**warranty.claim@hubtex.com**

In the download area of the HUBTEX. Web page ([www.Hubtex.com](http://www.Hubtex.com)), the warranty claim form to be used is available for download in the .PDF file format in the category “Service documents”. It already contains a transmission function which automatically transmits the document to the correct address.

Upon actuation of the “Send” button within the warranty claim form, a window appears which provides two transmission options. On the one hand, it is possible to send the warranty claim form by means of a desktop based email program (e.g. Microsoft Outlook or Eudora). If this option is selected, the further procedure is the same as that used for the creation of a normal email. **The subject is to be replaced with the company name of the applicant and the relevant machine number.** Here it is possible to attach further documents (images, reports etc.).

The second option offers the possibility to send the warranty claim form by means of an Internet email service. In this case, however, merely a copy of the warranty claim form is saved on your system for a later transmission. In this version, the document is not automatically transmitted.

**It is absolutely necessary to ensure that all email attachments are available in .PDF format to guarantee smooth further processing.**

### How to fill in the warranty claim form

The HUBTEX. warranty claim form is a fillable PDF form. Thus, the form can be filled in quickly and purposefully.

By means of the “Tab” key, it is possible to scroll through all necessary input fields. Mandatory input fields have a red frame and must be filled in.

Also, the damage pattern must be clearly described. If required, it must be documented with photographs. It is absolutely necessary to indicate any previous contacts, e.g. with the technical support of HUBTEX., for a faster clarification of the situation. Correspondence from these contacts must be attached as .PDF file.

The work performed for the elimination of the damage must be demonstrated plausibly and must be documented with photographs, if necessary. If changes have been made to the device parameters, the original as well as the new parameters must be indicated.

If subcontractors have been entrusted with performing such work, the report of the subcontractor must be enclosed, or the relevant report of the service engineers if service engineers of the applicant are involved.

In the event that standard parts or consumables have not been procured through HUBTEX., remuneration is only possible in conjunction with a copy of the original invoice.

Materials which have been used must be indicated on the warranty claim form, including the number of pieces used, the HUBTEX. material number, designation, unit price as well as the invoice and/or delivery note number. If such materials have been provided by HUBTEX. free of charge in advance, this must be stated. If billing takes place, the prices according to the HUBTEX. price list applicable at the time the work is performed form the basis for it.

Work performed must be listed separately, according to working hours, journey time and kilometres driven.

One hour of journey time is remunerated per 80 kilometres.

The relevant remuneration for the hours worked depends on the prior determination, in consultation with HUBTEX.

## **How the handling takes place**

Directly after receipt of the warranty claim form by HUBTEX., the system automatically generates a response which contains the ticket number. Any communication regarding this warranty case takes place on the basis of this ticket number and/or by means of the response function of the browser.

Warranty claim forms with incomplete data cannot be handled.

If the warranty work includes material, such material must be kept by the customer for further examinations by HUBTEX. until the procedure is completed.

In case an examination of the material concerned is necessary, the Hubtex warranty handling department will send a written notification of it.

Any return delivery must take place as soon as possible, but not later than 14 days after receipt of the requisition.

For the relevant return delivery, it is mandatory to enclose the completely filled-in HUBTEX. return delivery note, including ticket number. The return delivery note can also be found in the download area at [www.Hubtex.com](http://www.Hubtex.com). For the return of several parts for which a warranty claim is made, it must be noted that every item for which a warranty claim is made must be returned together with the corresponding accompanying documents in a separate packaging.

Furthermore, the conditions for the return to HUBTEX. must be observed. These conditions can also be found in the aforementioned download area.

When the warranty claim form has been examined, the customer will receive a written decision.

Depending on the actual situation and the examination effort, this can take up to 8 weeks.

A positive examination result also includes a scrapping authorization for the materials concerned.

## Invoicing by the customer

**After receipt of a recognized warranty claim form**, the customer issues an invoice to HUBTEX, Fulda. The invoice can be sent by email or through the post.

An invoice sent by email is to be directed at: [Rechnungen@Hubtex.com](mailto:Rechnungen@Hubtex.com).

It is mandatory to indicate the ticket number assigned by HUBTEX as reference on the invoice.