

In the case of complaints, please complete this form and send it to Fasterholt Maskinfabrik A/S no later than 14 days after the customer's complaint.

Important: the complained product/parts must be sent together with this form.

Date of receipt of complaint:

Customer information:

Customer:

Contact person:

Address:

Phone number:

Dealer:

Machine information: **(MUST BE COMPLETED)**

Machine Type:

Machine number:

Complaint description: **(MUST BE COMPLETED)**

Remedial actions:

Spare parts:

Item number	Number/Quantity	Description

Additional costs for repairs:

Item number	Number/Quantity	Description	Sum, net in DKK

Additional comments:

To be completed by the manufacturer:

	Yes	No
Approved for warranty		

Processed by:

The following guidelines apply to complaints and guarantees at Fasterholt Maskinfabrik:

Fasterholt's complaint/warranty conditions

For all products manufactured by Fasterholt Maskinfabrik A/S, Fasterholt Maskinfabrik A/S guarantees workmanship and material defects that do not relate to normal wear and tear for 24 months from the date of delivery. The guarantee is only valid on the condition that the product is installed correctly, that original spare parts are used, and that the use complies with Fasterholt Maskinfabrik's instructions and generally accepted practice.

For parts of other manufacturer which are included in the delivery, e.g. electrical equipment etc. is given the same guarantee as Fasterholt Maskinfabrik A/S gets from the subcontractor.

If a fault is detected in our product during the warranty period, Fasterholt Maskinfabrik A/S will carry out repairs and renewals to the extent necessary free of charge and as soon as possible within normal working hours.

If defected goods are to be replaced by new ones, these will be sent with a new invoice. The defected goods - incl. documentation about what is wrong and which machine number it is about - must be returned to Fasterholt Maskinfabrik A/S no later than 14 days from the complaint for crediting. Only when we have received all necessary material will a warranty case be created. If the part is too large to send, Fasterholt Maskinfabrik must be contacted for another agreement.

Photographic documentation will always be required in this context.

Fasterholt Maskinfabrik A/S is not responsible for loss of operation, loss of time, loss of profit or the like.

Date: _____ Signature: _____