



Company: \_\_\_\_\_

Person: \_\_\_\_\_ e-mail: \_\_\_\_\_

HD-number \_\_\_\_\_ Description: \_\_\_\_\_

Exact definition of the defect: \_\_\_\_\_

Product purchased from HD-Parts: \_\_\_\_\_ . \_\_\_\_\_ . 201 \_\_

Product sold to your customer: \_\_\_\_\_ . \_\_\_\_\_ . 201 \_\_

Damage has been detected: \_\_\_\_\_ . \_\_\_\_\_ . 201 \_\_

Vehicle mark: \_\_\_\_\_ Model: \_\_\_\_\_ Chassis number: \_\_\_\_\_

Owner of the vehicle: \_\_\_\_\_

Repair shop or place: \_\_\_\_\_

Signature: \_\_\_\_\_ ( Sign the warranty application before you send it back to HD-Parts )

By signing here, the customer confirms that above information is correct and accepts our warranty terms.

*Please, don't send spare parts back **without** our request.***Instruction for returning products:**

1. Pack item into strong cardboard box.

*( If necessary put it in a plastic bag, to prevent leakage of contents )*

2. Include copy of filled Warranty application or other equivalent application for returning product.

3. You must return the product to us within 2 weeks from the date you informed us about fault.

**WE DO NOT HANDLE WARRANTY CASE IF THE INFORMATION GIVEN BY THE CUSTOMER IS INSUFFICIENT.***We inform you the results of warranty report or possible handling with manufacturer as soon as possible.*

**HD - PARTS OY**

**KOIVUPUISTONTIE 30  
FIN - 01510 VANTAA**



## **GUARANTEE APPLICATION TERMS AND DIRECTIONS**

To make the handling of warranty cases easier, all the warranty will be handled in writing with the overleaf of this application.

Our customers must fill and sign the form themselves.

Please return the filled application to us by fax, mail or e-mail and you don't even have to call us regarding the matter.

Fax: +358-9-82562099 / e-mail: [hd-parts@hd-parts.fi](mailto:hd-parts@hd-parts.fi)

The warranty application must be delivered to us within 30 days after any flaws or defects have been noticed.

The producer gives all the sold goods a warranty with certain terms. According to the terms the producer is obliged to repair the damaged parts, to replace them with new ones or to credit the parts, which are unusable due to a material or production fault. If required, such parts should be returned for checking within the guarantee time to seller, who sends them further to producer.

The warranty does not concern parts which are damaged because of external reason, bad care, over loading, wrong lubricant, natural wear, wrong installation or other reasons which are outside of our control.

The seller is not obliged to credit direct or indirect losses, which the material or production faults might caused to the customer. In the end, the person who has installed the part is responsible to see that the part suits to the meant place. The part must always be complete when it is returned for warranty control, it must not be taken into its component parts.

The damaged product should be sent back to us only if we request it.

Agree on the delivery mode with us first.

**HD - PARTS OY**

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**FIN - 01510 VANTAA**



FAX

e-mail

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EU-Code: FI01085974