

Instructions for Warranty claims

Reason

When a warranty claim case occurs, it is of great importance for the case to be processed quickly in order to minimize problems for the customers and to identify possible systematical errors on a product. This is the reason why we want the case to be handled in accordance to these instructions.

Procedure

1. The customer/dealer should contact the OilQuick claims department when a new warranty claim case is started. It is also determined at this point if it is necessary to return the product.

2. The forms are available for download at <https://www.oilquick.com/en/contact-us/>.

- 600 0112 Reklamationsblankett SE
- 600 0110 Warranty claim form ENG
- 600 0111 Reklamationsformular DE

The sales department can also provide the customer/dealer with a warranty claim form.

3. The customer/dealer fills out the warranty claim form as complete as possible.

- The fields marked with * are mandatory to fill out, the rest are for additional information which simplifies the completion of the case.
- The warranty claim form is then sent to OilQuick AB at: claims@oilquick.com.
A copy of it has to accompany any returned goods to maintain traceability.
In addition to our form, we welcome pictures of the product.

4. Once the case is opened, the customer/dealer has to send us a valid warranty claims form and also if needed, product to be returned within 30 days.

5. When returned products arrive at OilQuick AB, it is processed definitively according to our internal process description 600 5150.

6. The customer will receive a decision via E-mail.

N.B! If a shipment contains several returned products, it needs to be packaged in such a way that the different warranty claim cases with returned products cannot be mixed up.

Contact:

claims@oilquick.com

Delivery address for returned goods:

Oilquick AB
Hede-Finnflovägen 10
SE-824 31 Hudiksvall
Sweden