

WARRANTY CLAIM FORM

Dear Customer,

Your satisfaction with our products is very important to us. Every product has been produced and tested with extraordinary diligence. If nevertheless a warranty claim should occur, we would like to help you as fast and effectively as we can.

For a smooth process we need your cooperation:

- Please complete this Warranty Claim Form.
- Please provide a copy of your proof of purchase (invoice, receipt).
- Please look for the nearest Torqeedo Service location under www.torqeedo.com in the Service Centre section. Contact the Service Centre you choose before you send in the product. Please understand that we have to reject received products which the Service Centre was not notified of.
- Please ensure suitable packaging.
- Please be advised that lithium batteries are designated as Hazardous Material. The dispatch of the battery with a transport company has to be organized according to the formalities for dangerous goods and packed in the original packaging.
- Please observe the warranty conditions as listed in the Instruction Manuals.

Contact Details

First Name	Last Name
Address	City, State, Zip Code / Postcode
Country	E-mail
Telephone No.	Mobile No.
When existing: Customer ID	

Details of claim

Exact product name	Serial No. of motor/battery
Date of purchase	Hours of use (approx.)
Dealer where product was purchased	Address of dealer (City, Zip Code, Country)
Detailed description of problem (including error message, in which situation the error occurred...)	
RMA number (Only if product is sent to Torqeedo Service Center directly, not to Service Partners)	

Thank you very much for your cooperation, the Torqeedo Service

Europe & international: service_international@torqeedo.com T +49 - 8153 - 92 15 - 126 F +49 - 8153 - 92 15 - 329
A list of Certified Service Centres can be found under www.torqeedo.com, Service Center

North America : service_usa@torqeedo.com T +1-815-444-8806 F +1-815-444-8807
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