



Claim form
(if delivered wrongly)
Please refer to Annexure 1

Return of goods
(if delivered correctly)
Please refer to Annexure 2

Dear customer,

sometimes it can happen that an item is defective or supplied incorrectly.

Please contact us prior to any return shipments and send the completed form to your nearest branch at Wacker Neuson.

Info.johannesburg@wackerneuson.com

Info.durban@wackerneuson.com

Info.capetown@wackerneuson.com

Order no.:
Delivery note no.: (please attach!)
Date:
Customer name/no.:
Phone:
Email:

We would like to apologize for any inconvenience caused.

Important information / procedure:

Return of goods is only possible to our conditions listed on the **following page**.

- If the **delivery is damaged / incomplete**, please **attach photos (wrong and correct material)**.
- In the case of **transport damage** please **notify this immediately** to the shipment carrier.
- Please **return your parts** only **after receiving** the individual return delivery note.
- Goods can **only be handled** with the **proper delivery note** (to be attached outside of the package).
- Your return can **only be processed** if the form is **completed in full** and **submitted via email**.
- Email subject field must include (**Claim or Return of goods, Customer no. & Order no.**).

Item number	Quantity	Description	Reason
Reason for the return shipment: <input type="checkbox"/> a) Item defect (please attach photos) <input type="checkbox"/> b) Delivery damage (please see below)			
<input type="checkbox"/> c) Wrong quantity <input type="checkbox"/> d) Item ordered incorrectly			
<input type="checkbox"/> e) Picking error (please attach photos) <input type="checkbox"/> f) Other reasons (please see below)			
„b) Delivery damage“ (please attach photos):			
Logistics service provider informed: Yes <input type="checkbox"/> No <input type="checkbox"/> - Comment:			
„f) Other reasons“			



**WACKER
NEUSON**
all it takes!

Wacker Neuson (Pty) Ltd.
P. O. Box 2163, Florida, 1710, South Africa

Description (exact measurements, colour, condition etc.):

Annexure 1

For claims of goods, please consider

(Not applicable for return of goods, only if delivered incorrectly but return is required by customer)

Dear customer,

We kindly ask for your understanding, that the claim of goods is only possible under the following conditions.

The following items are excluded for claim of goods:

- Opened packaging units

The following policies apply for claim of goods:

- Return within 7 days from delivery
- Completely filled out return form
- Compensation at the applicable list price/discount
- Processing fee = Zero
- Prior authorization required
- Minimum value per item = R0.00 net
- Only items currently found in the assortment
- Delivery to customer at supplier cost
- Original packaging or in resalable condition



Annexure 2

For return of goods, please consider

(Not applicable for claims, only if delivered correctly but return is required by customer)

Dear customer,

We kindly ask for your understanding, that the return of goods is only possible under the following conditions.

The following items are excluded for return of goods:

- Sections of rubber products
- Hydraulic hoses
- Electrical components
- Accumulators and batteries
- Special procurements
- Individual order related productions (including painted pieces)
- Opened packaging units
- Damaged packing units

The following policies apply for return of goods:

- Return deadline = 7 days from delivery
- Completely filled out return form
- Compensation at the applicable list price/discount
- Processing fee = 10% of net value
- Prior authorization required
- Minimum value per item = R150.00 net
- Only items currently found in the assortment
- Delivery to supplier at customers cost.
- Original packaging or in resalable condition