



**WACKER  
NEUSON**  
*all it takes!*

## Guide to completing the claim & return of goods form

Owner: Vincent C Mc Killop  
Date: 11/08/2019, Version: 1.0



**WACKER  
NEUSON**  
*all it takes!*

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



**WACKER  
NEUSON**  
*all it takes!*

**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](mailto:Info.johannesburg@wackerneuson.com)

[Info.durban@wackerneuson.com](mailto:Info.durban@wackerneuson.com)

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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).

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

Item number	Quantity	Description	Reason
			Please select
			Please select
			Please select
			Please select
			Please select
			Please select
<b>Reason for the return shipment:</b>			
		a) Item defect (please attach photos)	b) Delivery damage (please see below)
		c) Wrong quantity	d) Item ordered incorrectly
		e) Picking error (please attach photos)	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“			

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

Please mark appropriately.

■ Claim form

- Part is damaged,
- Parts are missing,
- Quantity is incorrect etc.

■ Return of goods

- If the part is no longer required or incorrectly ordered.



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Please refer to Annexure 1

1

**Return of goods**

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Please refer to Annexure 2

2

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

Item number	Quantity	Description	Reason
			Please select
			Please select
			Please select
			Please select
			Please select
			Please select
<b>Reason for the return shipment:</b>		a) Item defect (please attach photos)	b) Delivery damage (please see below)
		c) Wrong quantity	d) Item ordered incorrectly
		e) Picking error (please attach photos)	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“			

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

■ Claim form (If delivered incorrectly)

- Please read carefully and pay special attention reference to Annexure 1.

■ Return of goods (If delivered correctly)

- Please read carefully and pay special attention reference to Annexure 2.



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**Return of goods**

(if delivered correctly)

Please refer to Annexure 2

Order no.:	1
Delivery note no.: <small>(please attach!)</small>	2
Date:	3
Customer name/no.:	4
Phone:	5
Email:	6

Item number	Quantity	Description	Reason
			Please select
			Please select
			Please select
			Please select
			Please select
			Please select
<b>Reason for the return shipment:</b>		a) Item defect (please attach photos) c) Wrong quantity e) Picking error (please attach photos)	b) Delivery damage (please see below) d) Item ordered incorrectly 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“			

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

1. Please insert the following details
2. Your Wacker Neuson order confirmation number.
3. Your delivery note number and attach the delivery note to your claim email.
4. The date of claim or return request.
5. Your customer name or/and number.
6. Your contact telephone phone number.
7. Your email address for further feedback and or information.



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(if delivered correctly)

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

Item number	Quantity	Description	Reason
			Please select
			Please select
			Please select
			Please select
			Please select
			Please select
<b>Reason for the return shipment:</b>			
	a) Item defect (please attach photos)	b) Delivery damage (please see below)	
	c) Wrong quantity	d) Item ordered incorrectly	
	e) Picking error (please attach photos)	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“			

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

1. Please read carefully and pay special attention to the important information and procedures.



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

Item number	Quantity	Description	Reason
1	2	3	Please select 4
			Please select
			Please select
			Please select
			Please select
			Please select
			Please select

Reason for the return shipment:  
 a) Item defect (please attach photos)  
 b) Delivery damage (please see below)  
 c) Wrong quantity  
 d) Item ordered incorrectly  
 e) Picking error (please attach photos)  
 f) Other reasons (please see below)

„b) Delivery damage“ (please attach photos):

Logistics service provider informed: Yes  No  - Comment:

„f) Other reasons“

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



1. Part number of the ordered item.
2. Quantity of incorrect/missing items.
3. Name of item.
4. Drop down menu:
5. Please remember to always choose the correct subject of your problem.

Item number	Quantity	Description	Reason
			Please select
			Please select
			Please select
			Please select
			Please select
			Please select
			Please select

Reason for the return shipment:  
 a) Item defect (please attach photos)  
 b) Delivery damage (please see below)  
 c) Wrong quantity  
 d) Item ordered incorrectly  
 e) Picking error (please attach photos)  
 f) Other reasons (please see below)

„b) Delivery damage“ (please attach photos):

Logistics service provider informed: Yes  No  - Comment:

„f) Other reasons“



Reason	
Please select	
Please select	
a) Item defect (please attach photos)	
b) Delivery damage (please see below)	
c) Wrong quantity	
d) Item ordered incorrectly	
e) Picking error (please attach photos)	
f) Other reasons (please see below)	
Please select	f) Other rea

- a) Choose **"a"** if your item is defect. Attach photos of your defect items!
- b) Choose **"b"** if your item has been delivered damaged. Attach photo's of the damaged item.
- c) Choose **"c"** if the delivered quantity is more or less than in your original order.
- d) Choose **"d"** if your item was ordered incorrectly.
- e) Choose **"e"** if your got the wrong items. Attach photos of your items!
- f) Choose **"f"** if none of the reasons listed above is relevant.



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

Item number	Quantity	Description	Reason
			Please select
			Please select
			Please select
			Please select
			Please select
			Please select

Reason for the return shipment:	a) Item defect (please attach photos) c) Wrong quantity e) Picking error (please attach photos)	b) Delivery damage (please see below) d) Item ordered incorrectly f) Other reasons (please see below)
„b) Delivery damage“ (please attach photos): <span style="border: 1px solid red; border-radius: 50%; padding: 2px 5px;">1</span>		
Logistics service provider Informed: Yes <input type="checkbox"/> No <input type="checkbox"/> - Comment:		
„f) Other reasons“ <span style="border: 1px solid red; border-radius: 50%; padding: 2px 5px;">2</span>		

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

1. If you chose “b” as the reason of your claim / return order, please mark if you informed the shipment carrier / forwarding agent.

2. If you chose “f” as the reason of your claim, please describe the issue in detail here.





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

Item number	Quantity	Description	Reason
			Please select
			Please select
			Please select
			Please select
			Please select
			Please select
<b>Reason for the return shipment:</b>		a) Item defect (please attach photos)	b) Delivery damage (please see below)
		c) Wrong quantity	d) Item ordered incorrectly
		e) Picking error (please attach photos)	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“			

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

1

1. The field at the end of the sheet serves for an in-depth description of the case, the more detailed the case is described, the easier/quicker it can be handled.

We strongly recommend that you add a detailed description to included measurements / colours of the fault.