

# How to start a Warranty Claim

FOR DISTRIBUTORS ONLY

For every new product registration completed, you will receive a confirmation email.

Dear Sabine Dove,

Thank you for registering your TRRG product. Your product's unique registration number is: 6306617

For your reference the information you submitted can be seen below and any pictures attached.

PRODUCT WARRANTY - [Start a warranty claim](#) for this product.

It includes a link for you to start a warranty for a product within that specific registration. The link will take you to a claim form that will already contain data about the product, the data that you input at first registration. You only have to add details of the failure and claim itself.

*Note that if a warranty is carried out after the warranty cover period has expired, the claim will not be considered. Your claim must be received by Terberg Environmental (or its subsidiaries) within 30 days of failure otherwise the claim will be rejected.*

## START A WARRANTY CLAIM

### FOR DISTRIBUTOR USE ONLY

**THIS FORM IS STRICTLY FOR DISTRIBUTOR USE ONLY**

Operators or End-Users please contact your local distributor for any information you require.

Many of the fields will be already populated.

<b>Distributor name *</b> Test	<b>Country of operation</b> ES - Spain
<b>Distributor's ref. number</b> ? <input type="text"/>	
<b>Operator/end user name</b> Test	<b>End user address (if applicable)</b> <input type="text"/>

As you select the product you would like to claim against, its details will be will appear.

### PRODUCT INFORMATION

<b>Product type *</b> <input checked="" type="radio"/> Body <input type="radio"/> Bin Lift <input type="radio"/> Chassis	<b>Body specification</b> OL21W (Olympus Wide)	<b>TRRG body project (serial) number</b> ? 654321
<b>TRRG registration number</b> ? 6306617	<b>Date in service</b> 09/06/2020	
<b>Date of failure *</b> 09/06/2020 		

Enter the date of failure

# CLAIM DESCRIPTION

Select the type of failure you suspect.

**Suspected type of Failure \*** 
**Repairs completed \***  Yes  No
 **Repair Date \***

If you have completed the repairs, select “yes” and enter the date the repairs were completed.

Enter a description of the failure

**Description of Failure \***

Enter parts details in this section.

**PARTS USED AND HOURS CLAIMED**  
*Please ensure all parts are complete & damage free.*  
*All parts must be cleaned and packaged appropriately (hydraulic components sealed in plastic bags & electric components in padded bags)*

	Part Number	Short Description	Qty	Unit Price
1	0123456789	Pump	1	100
2	9876543210	Hose	1	50
3				
4				
5				

Ensure all parts are complete & damage free. All parts must be cleaned and packaged appropriately (hydraulic components sealed in plastic bags & electric components in padded bags)

Note, you will have to manually calculate the total parts claimed.

**Labour Hourly Tariff (A) € \*** 
**Labour Hours Claimed (B) \***

**Total Labour Claimed (A x B) 2**  
**Parts Claimed (1) € \***

**Grand Total - Parts & Labour**

Once you have entered the hourly tariff, hours claimed and total parts claimed, click “calculate” to see the total labour claimed and grand total.

Attach any evidential photos, documents, emails etc... to support your claim.

**Please attach any supporting evidence/documents/pictures**

No file chosen

Click and hold your mouse, stylus or finger while signing within the box

Enter your name and email address

When entering your contact telephone number, ensure you include your country's prefix (for example, 0044 or +44 for UK)

### DECLARATION & CONFIRMATION

Please sign electrically below \* 



[clear](#)

Your name \*  Date claim submitted \*   Contact email address \*

Please confirm email address \*

Contact telephone \*

*Please note that if a warranty is carried out after the warranty cover period has expired, the claim will not be considered.*

*Your claim must be received by Terberg Environmental (or its subsidiaries) within 30 days of failure, otherwise the claim will be rejected.*

**I/We agree and accept the terms and conditions\* of submission of a warranty claim and confirm the information and any data provided is accurate.**

Agree

\*Details, including terms and conditions of warranty, can be found within the Terberg Environmental Global Warranty Policy, available below.  
[Click here for Warranty Policy](#)

Should you not be happy with your signature, you can click "clear" and start again.

For full Terberg Environmental Global Warranty Policy, go on [click here](#).

Within the portal, head to the My Terberg section. Click on the warranty claim icon, login with your company credentials and you will see all listings from your company.



### Returning User

Username:

Password:

[Forgot Password?](#)

Enter your company login to view you existing claims.