

Warranty Claim (RMA) Number: <i>(to be filled by Schrader)</i>	
Customer Claim Number:	
Date:	

WARRANTY CLAIM FORM (CUSTOMER)

(For handwritten form please use print letters) - 02/2021

Customer Information (please fill):

Company name and address:		Wholesaler (name and address):	
		Retailer or Store (name and address):	
Customer number:	Delivery note:	Customer number:	Delivery note:
Contact person:	Phone number:	Contact person:	Phone number:
e-Mail:		e-Mail:	

Product Category (please select):

<input type="checkbox"/>	Schrader Sensor(s)	<input type="checkbox"/>	Other Sensor(s)	<input type="checkbox"/>	Service Kit(s)		
<input type="checkbox"/>	Mechanical Tool(s)	<input type="checkbox"/>	Electronic Tool(s)	<input type="checkbox"/>	Consumables	<input type="checkbox"/>	Other

Commercial Information (please fill):

Part Number:	Part Description:	Quantity:	Invoice Number:

Vehicle Information (please fill):

Manufacturer:		RIM Type:	
Modell:		VIN:	
Year:		KBA-No.:	

TPMS Scan or Diagnostic Tool Information (please fill):

Manufacturer:	
Modell / Type:	
Software Version:	

Problem Description (please fill):

TPMS Sensor Installation		TPMS Sensor Replacement	
Date:	Odometer Value:	Date:	Odometer Value:

Please submit filled form to following email address: Schrader-TechSupportEU@Sensata.com

Reimbursement fee / expenses (please fill)

<input type="checkbox"/>	Documents relating to Mounting/ Dismounting/ Programming- costs are submitted
Total Expenses claimed are: _____ € Net <i>(to be filled by the customer)</i>	
Note: Reimbursement of any additional costs such as costs for labour/mounting/ dismounting/programming will not be granted if related documents (invoices or bills) are handed in at a later stage.	

Schrader Analysis Results

Remarks (to be filled by Schrader personal only):

Technical Department

Engineer:	Accepted or Rejected:	Date:

Sales Department

Responsible (Name):		Date:

Warranty Claim Outcome (to be shared with the customer)

<input type="checkbox"/>	Credit Note	<input type="checkbox"/>	Free Alternative	<input type="checkbox"/>	Return Goods
<input type="checkbox"/>	Scrap Goods	<input type="checkbox"/>	Other		

AFTERMARKET WARRANTY CLAIM POLICY

1. In case of any warranty claim please contact our technical support first:

- a. Hotline number (toll-free): 00800-5555-8767
- b. Hotline number (not toll-free): 0049-8131-3863-200
- c. Email address: Schrader-TechSupportEU@Sensata.com

Our technical support will discuss your warranty claim with you and issue an RMA number in order to identify your claim upon goods receipt. In order to determine whether a defective product must be returned for quality inspection Schrader may request photographs and/or additional information.

2. Once you have received the warranty claim form with your RMA number printed on it from our technical support, please fill out all required information into the form and attach it to the goods you want to return to us. A received RMA number does not necessarily mean that the claim is accepted. All claims have to be assessed by our technical team, which will either accept or reject the claim depending on verification results.
3. Goods must be sent to following address only!

Schrader International GmbH

Aftermarket Returns

Gadastraße 23A

85232 Bergkirchen Germany

4. Please note that any goods returned to another address or without correctly filled warranty claim form (especially if the RMA number is missing) will be rejected without any further verification.
5. Schrader warrants all new TPMS sensor parts for 24 months or 30.000 km (whatever comes first) from date of delivery. Schrader warrants all EZ-sensor® GO part numbers for 36 months or 45.000 km. All other parts (service kits, mounting tools, electronic tools, etc.) will have a warranty of 12 months from date of delivery.
6. Buyer's rights in case of defects shall be excluded in the following events:
 - a. Natural wear and tear
 - b. Defects of the Goods due to reasons for which Buyer is responsible
 - c. Incorrect assembly and/or installation by Buyer or a third party commissioned by Buyer
 - d. Leakage of sensors in aftermarket rims (Please refer to aftermarket rim manufacturer for compliance).
7. Only genuine Schrader replacement parts purchased through Schrader are covered by this aftermarket parts warranty.
8. Schrader reserves the right to reject warranty claims, explaining the reasoning in writing to the customer. In such cases the product can be collected by the customer from our warehouse at their own costs. If the customer refuses to collect the product within 15 working days, it will be scrapped without compensation.
9. If warranty claim has been accepted, reimbursement will be credited exclusively for the respective product, at the price invoiced when sold to the customer. If a duly initiated warranty claim has been recognized by Schrader within the warranty period the commercial partner will get a reimbursement fee of maximum € 17 per sensor/wheel. Reimbursement is only granted if the commercial partner can prove (by means of bills / invoices) that a service action has been performed. This fee covers the costs incurred in the removal, replacement and any need for programming and tuning of the sensor. Apart from that Schrader will not compensate for any additional expenses, such as consequential damages or any other follow-up costs.
10. For all warranty claims the terms and conditions of Schrader International GmbH Aftermarket apply.