

Complaints reporting form

This reporting form is used for fast and effective processing of complaints.

Please fill in completely.

1. General Data

Please fill in the following mandatory fields*!

*Dealer / Cus.No.:

*Contact person:

*Serial number:

[find serial number](#)

*Trailer model:

2. Details

Please tick the applicable fields!

Goods are new in carton

Goods are used,

Date of sale:

Please tick the respective component and the respective reason for complaint!

- | | |
|-------------------------|-----------------------|
| 1. frame | |
| 2. impeller / component | |
| 3. coupling / component | A. damage |
| 4. folding mechanism | B. breakage |
| 5. brakes | C. missing part |
| 6. accessoires | D. functional defects |
| 7. textile / fabric | E. sewing defect |
| 8. other | F. other |

Please attach pictures of the damage to your e-mail!

Pictures attached

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Here is room for further comments to describe the damage in more detail:

3. Solution proposal / measures

What measures have already been initiated? What is your recommendation?

Please tick your recommendation!

a repair on site

Discount in

(Working time remuneration after
invoice to Croozer GmbH)

the amount of:

repair by Croozer GmbH

Exchange of the article

Carried out by:

Date:

If the return function is not possible via the "Send by e-mail" button, please send it by e-mail to vertrieb@croozer.com or by fax to 02233-95991-98.

Thank you for your support!