



General information for processing a complaint

Dear Specialized Dealer,

The satisfaction of your customer is an important concern of ours. Therefore we will do our very best to answer a complaint as quickly and easily as possible and to your customer's satisfaction.

In order to fully complete your claim, we require your assistance and ask that you fill out this form. Only then will your complaint be dealt with. We would like to thank you in advance for your cooperation. Please pay attention to our terms and conditions, which allow us to repair, not necessarily exchange, the part once we realize the defect.

Please remember to supply your customer with our warranty information in addition to your own.

ATTENTION! Used parts go without any further processing and are sent back to you!

With friendly greetings,
Your H&R Team

**It is imperative to please complete entirely and send fax to 0049 2721 10708
Should the form not be entirely complete, it cannot be worked on!**

Order Information / Processing Information

Your salesperson _____ → Please fill out **or** attach a copy of the  sales receipt!

Your company name _____ OR your customer number _____

 Purchase order/Invoice number _____ Part number _____

Contact (dealer) in your office that we can address with any further inquiries:

Name _____ Telephone number _____

In the event that we must inquire any further information, and we may directly contact your customer, please provide us with the following information:

Customer Information

First name _____ Last name _____

(Optional)

Street address (line 1) _____

(Optional)

Street address (line 2) _____ Mobile number _____

Customer Order Information

Your invoice number _____ Purchase date _____

Installation

done by your shop at your company in a specialized workshop performed by the customer themselves

Exchanges

If an exchange must take place should the product(s) be sent directly to your customer?

No Yes (When yes, your customer's address and email information are required)

Should we realize that the complaint is not due to our product, we will invoice the cost of labor incurred from testing the product and for freight cost to return the product to you. Thank you for your cooperation.

Place, date, company stamp, signature

Please copy and attach vehicle registration.



Please note the following notes for sport suspension claims:

The warranty applies only to manufacturing errors, not to abrasion. To make sure the correct application is used a check with the TÜV-approval has to be done prior to fitment.

The free length of a spring does not have anything to do with the lowering of the car.

In most cases the spring design requires enough length in order to fit the OE-shock absorbers. Noises of/ at the springs can be eliminated by using spring-plastic-tube where applicable. These tubes are available at H&R. Noises may also occur due to damaged support links (check and exchange to new ones when necessary). Another reason for noises may be too long or too short bump stops.

Claimed shock absorbers without bump stops will be returned and are not accepted for warranty. Damaged piston rods by pipe wrenches or nuts tightened with an impact wrench (too much torque) can not be claimed and will be returned.

Please specially note that a too high or too low set-up of our coil overs cannot be claimed for warranty, these may only be credited/repared by goodwill. The height adjustment of the coil overs can be found in the TÜV approvals and/or the mounting instructions. Also, damaged threads caused by turning the spring plates without cleaning/ care cannot be send in for warranty.

Please let your customer know this in advance.

Please fill out entirely and fax to +49- 2721- 10708 Forms which are not filled out completely can not be used!

Car Data

Manufacturer _____ Model _____

Sedan Stationwagon Coupè Fastback Convertible Petrol Diesel 2WD 4 WD

Additional tuning: LPG Gas-tank extreme Hifi trailer coupling

Chassis no. _____ cubic capacity _____ power (KW) _____ year. _____ Type-No. _____

Automatic Manual transmission - mileage in km at mounting _____ current mileage in km _____

Axle load FA/RA _____ / _____ spring marking FA/RA _____ / _____

Shock marking FA/RA _____ / _____

Description of the problem: _____

Suspension before mounting H&R OE OE sport suspension aftermarket sport suspension self-levelling

Height measurement before/ after _____ / _____ Distance: middle of wheel to upper edge of fender FA _____ RA _____

Attention: Every lowering given by us is for a brand-new car. At older models with high kilometrage the OE springs might have settled a bit

So the lowering might be less than noted in the catalogue or TÜV approval. In this case the heights of the car have to be taken (vertical measurement from middle of wheel to upper edge of the fender).

Shock absorber Front axle left right Rear axle left right

Accessories incomplete wrong, not useable

Bump Stops used? no yes, complete height (incl. OE in mm) _____

Coil Over Distance from lower thread end to lower spring plate FA _____ RA _____

Springs too long too short diametre/ shape wrong top bottom

Preload yes no

Problem appears at cold conditions at warm conditions at high humidity

Please e-mail informative digital photos (also from the car) to: technik@h-r.com