

## 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! Dirty or muddy parts go without any further processing and are sent back to you!

With friendly greetings,  
Your H&R Team

**Please fill out the form completely and include it with the delivery.**

**Should the form not be entirely complete, it cannot be processed!**

## Order Information / Processing Information

**Your salesperson**

**Your company name**

**H&R Purchase order/Invoice number**

Please fill out or attach a copy of the H&R sales receipt!

**OR your customer number**

**Part number**

**Contact (Dealer)** in your office who 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 would 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.

**Please copy and attach vehicle registration and attach images, if applicable.**

Place, date, company stamp, signature

### 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/repaid 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 sent in for warranty.

### Please let your customer know this in advance.

### Please fill out the form completely and include it with the delivery.

Should the form not be entirely complete, it cannot be worked on!

#### Car Data

<b>Manufacturer</b> _____	<b>Model</b> _____
Sedan <input type="checkbox"/> Stationwagon <input type="checkbox"/> Coupe <input type="checkbox"/> Fastback <input type="checkbox"/> Convertible <input type="checkbox"/> Petrol <input type="checkbox"/> Diesel <input type="checkbox"/> 2WD <input type="checkbox"/> 4 WD	
Additional tuning: <input type="checkbox"/> LPG <input type="checkbox"/> Gasu-tank <input type="checkbox"/> extrem Hifi <input type="checkbox"/> trailer coupling	
<b>Chassis no.</b> _____	<b>cubic capacity</b> _____ <b>power (KW)</b> _____ <b>year.</b> _____ <b>Type-No.</b> _____
Automatic <input type="checkbox"/> Manual transmission <input type="checkbox"/> Elektro <input type="checkbox"/> mileage in km at mounting _____ current mileage in km _____	
<b>Axle load FA/RA</b> _____ / _____ <b>spring marking FA/RA</b> _____ / _____	
<b>Shock marking FA/RA</b> _____ / _____	
<b>Description of the Problem:</b> _____	

<b>Suspension before mounting H&amp;R</b> <input type="checkbox"/> OE <input type="checkbox"/> OE sport suspension <input type="checkbox"/> aftermarket sport suspension <input type="checkbox"/> self-levelling
<b>Height measurement before/after</b> _____ / _____ <b>Distance: middle of wheel to upper edge of fender FA</b> _____ <b>RA</b> _____

**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).

<b>Shock absorber</b>	Front axle <input type="checkbox"/> left <input type="checkbox"/> right	Rear axle <input type="checkbox"/> left <input type="checkbox"/> right
<b>Accessories</b>	<input type="checkbox"/> incomplete <input type="checkbox"/> wrong, not useable	
<b>Bump Stops used?</b>	<input type="checkbox"/> no <input type="checkbox"/> yes, complete height (incl. OE in mm) _____	
<b>Coil Over</b>	Distance from lower thread end to lower spring plate FA _____ RA _____	
<b>Springs</b>	<input type="checkbox"/> too long <input type="checkbox"/> too short <input type="checkbox"/> diameter/ shape wrong <input type="checkbox"/> top <input type="checkbox"/> bottom	
	Preload <input type="checkbox"/> yes <input type="checkbox"/> no	
<b>Problem appears</b>	<input type="checkbox"/> at cold conditions <input type="checkbox"/> at warm conditions <input type="checkbox"/> at high humidity	

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

Outside Germany, please contact your importer (local dealer) for any queries and the handling of your suspension products. You can find a list of our importers here: <https://www.h-r.com/en/worldwide/>