WARRANTY CLAIM FORM

Spare part / equipment under warranty

Send the completed form to:
service@mycond.eu
within 14 days of detecting the defect

01 CLAIMANT (DISTRIBUTOR)

Company name * | **Country** * | **Claim date** *

Contact person * | **Phone** * | **E-mail** *

02 EQUIPMENT

Brand MYCOND | **Equipment type** * | **Model** *

Serial number * | **Invoice / delivery No.** * | **Invoice / delivery date** *

Installation / start-up date | **Installation site (city, address)** | **Operating hours**

03 DEFECT AND REQUESTED PART

Date defect detected * | **Error code on display**

Description of the defect and conditions under which it occurred *

Enter the article number of the spare part that failed and needs to be replaced. You can find it on the label attached directly to the part. If you cannot find the article number, leave this field blank, describe the part in your own words in the “Spare part name” field and enter the quantity in the “Qty” field.

Spare part code (article)	Spare part name *	Qty *
Spare part code 2	Spare part name 2	Qty
Spare part code 3	Spare part name 3	Qty

Distributor's conclusion * ☐ **Warranty case** ☐ **Not a warranty case**

Attached documents * (no decision is made without a complete package)

☐ **Photos / video of the defect** ☐ **Photo of nameplate (serial No.)** ☐ **Service report (defect act)**
☐ **Start-up protocol (if required)** ☐ **Maintenance records**

JPG, PNG, PDF or MP4 · up to 15 MB in total per claim. Show the error code on the display in the photos or video, if there is one.

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04 DELIVERY OF THE SPARE PART

Choose one option. The part is shipped only after these details are received.

☐ **A. Courier delivery (at distributor's expense)**

Recipient company

Street, building

Postal code | **City**

Country

Contact person (name, surname)

Phone | **E-mail**

☐ **B. Self-pickup from the supplier's warehouse**

Person collecting (name, surname)

Phone

Pickup date | **Approx. time**

Vehicle reg. No. (if required)

Note. Courier costs are borne by the distributor.

05 WARRANTY TERMS (SUMMARY)

1. Warranty period — as specified in the distribution agreement. Repair or replacement does not extend or restart the warranty period.

2. The claim must be sent within 14 days of detecting the defect.

3. The supplier may request additional data, the defective part or access to the equipment, and decides whether the case is covered by warranty.

4. Spare parts in stock — courier at the distributor's expense or self-pickup; not in stock — ordered from the manufacturer, approx. up to 80 days.

5. The replaced part must be kept and returned on request.

6. If the claim is not a warranty case, inspection costs are paid by the distributor. Overdue payments may suspend the warranty.

06 CONFIRMATION

I confirm that the information provided is correct and that the equipment was installed and serviced in accordance with the manufacturer's instructions.

Name, position * | **Date** * | **Signature / stamp**