



## CLAIM REQUEST

With complete documents only and within the warranty period.

## GOODWILL REQUEST

In case of missing documents and not within warranty period.  
All shipping charges have to be paid by the consumer.

To open a Claim Request case all necessary documents have to be presented together with the claimed product as there are:

- Claimed product /OR/ a photograph of the claimed part as first step before returning the product.
- consumers original sales receipt
- this Claim Request

In case documents are missing, the Claim Request cannot be opened, or the Request will be automatically a GOODWILL REQUEST. Foreign shipping charges will have to be paid by the customer/consumer. Also in case of a accepted warranty/claim shipping charges will not be credited/paid by TTP.

Procedure:

1. Please fax or e-mail **THIS REQUEST SHEET** to [info@tt-project.com](mailto:info@tt-project.com) or Fax (+49) 040-55763518.
2. Please send the original **SALES RECEIPTAUF**S with this report.
3. Please send the claimed product /OR/ digital Photographs of the claimed part.
4. The Manufacturer will decide about the Claim/Warranty and will inform you about all further steps.

**Product name:**

**Serial number** (if existing):

**Year of production:**

**Date of consumers sales receipt:**

**Name, address, phone, e-mail of consumer:**

**Dealers name:**

**Desired compensation in EURO:** \_\_\_\_\_

(In case the consumer wants to keep the product and asks for a price compensation for damage/repair/lower value)

**Description of the claim problem:**

**Date, Signature:** \_\_\_\_\_