



GUIDE FOR REPAIR REQUEST

To ensure a speedy processing of your returned goods, please follow these guidelines. Any returns that do not comply with these conditions will either be returned to you or rejected at your expense. We appreciate your cooperation.

- Please package the material appropriately.
- The form must be completed in full.
- Do not use phrases like "defective" or "unknown" in the "defect" field.
- It is crucial to provide the correct pick-up address.

LEITNER offers:

- Free pick-up for material weighing less than 30 kg throughout Europe
- Free cost estimate
- Warranty based on the product type

Procedure:

- Please send the completed "LEITNER - Repair Request" form (excluding the "RMA" field) to spareparts@leitner.com.
- LEITNER will send you the RMA codes and pick-up instructions.
- Place one copy of the form with the RMA codes inside the box and include another copy with your delivery note.
- A courier will collect the package from you.
- LEITNER will send you a free cost estimate as soon as possible, which you can accept or decline.
- If you decline, you can choose to have LEITNER scrap the material for you or have it sent back to you.
- If you accept, we will deliver the material to you as soon as possible.

The general terms and conditions of LEITNER Customer Service apply.

We thank you for your constructive cooperation!

Your LEITNER Customer Service

LEITNER Customer Service

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