

Return document Tractive AB



Procedure for all shipments to Tractive – warranty claims, repairs, return, etc.

1. Contact Tractive per e-mail, service@tractive.se or phone +46 243 213544, so that we can pre-register the return and give you Tractive's **return number**. Get **approval before sending anything to Tractive**, so that we are sure to have enough capacity.
2. Fill out the Return document in a **digital form**. Please be as thorough as possible. Remember to fill out the return number you got from Tractive on the Return document.
3. **E-mail** the Return document to service@tractive.se.
4. Send the part or machine to Tractive together with the Return document or mark the parts or machine with the **Return number**.
5. Tractive will e-mail an **order confirmation** or **complaint report** to confirm that we have received the shipment and will start processing it.

Pentruder distributor: _____	Tractive's return no.: _____
Contact person: _____	Your reference: _____
E-mail: _____	Customer reference: _____
Phone: _____	Goods sent to Tractive, Date: _____

Reason for returning goods (Check all boxes which apply)

- Repair
- Loan/exhibition etc.
- Return shipment -> Tractive's order number for original shipment: _____
- Other (only after consultation with Tractive): _____

Part number and description of part:	Operating hours:	Serial number (on machine or machine which the part was fitted in):

Description of the problem: (Please be as specific as possible)

- We want a **cost estimation** before a repair is done. The cost for this is at least one service hour, even if no repair is done.
- If warranty is not approved, we'd like the damaged parts to be sent back.

FREIGHT: Please send the repaired items back from Tractive with:

- Standard freight
- Express freight

Please send the repaired items back from Tractive as soon as possible, and don't wait for other goods to be sent.

- Yes
- No, there is no hurry

Information below to be filled out by Tractive:

Warranty approved:

- Yes
- No