



Claims/Warranty Processing

Return address

Chromeburner Motorgear
After Sales
Avantisallee 90
52072 Aachen
Deutschland

Dear Customer,

We are sorry to hear that the item you purchased has caused you to file a complaint. We are committed to resolving the issue as quickly as possible.

Please follow these steps to ensure your request is processed promptly:

1. Use the attached complaint form for the return.
2. Include a copy of the invoice in the package.
3. Please note that the warranty processing involves safety-related inspections, which may take some time.
4. In the case of a warranty claim, processing will be handled by the manufacturer, either as a repair or a replacement, depending on the nature of the damage.
5. Return the complete item, as it will be retained by the manufacturer in the event of a replacement or credit.

Thank you for your understanding and cooperation.

customer name:

invoice date:

e-mail address:

invoice number:

item description	

Description of the defect / Your message to us:

In the case of a credit issued by the manufacturer:

Replacement delivery

Refund

Account holder's name	IBAN	SWIFT/BIC

Please mark the defect on the diagram:

