



Kunde / Customer	
Kundennr. / Customer no.:	
Firmenbezeichnung / Company:	
Adresse / Address:	
Adresse / Address:	
PLZ / PostCode:	Stadt / City:
Ansprechpartner Innendienst / Contact person office:	
Telefon / Phone:	Email:
Servicetechniker / Service technician:	
Telefon / Phone:	Email:
Mobil / Mobile:	

Produkt / Product
Produktbezeichnung / Product name:
Seriennr. / Serial no.:
Lieferscheinnr. / Delivery note no.:
Datum der Auslieferung an Endkunde / Date of delivery to end customer:

Endkunde – Standort des Produkts / End customer – Location of the product	
Adresse / Address:	
Adresse / Address:	
PLZ / PostCode:	Stadt / City:
Ansprechpartner / Contact person:	
Telefon / Phone:	Email:
Mobil / Mobile:	

Problembeschreibung / Description of the problem



Vorgeschlagene Maßnahmen / Proposed measures

Benötigte Teile / Required parts

Stk./ pcs.	Artikelnr. / Article no.

Anfallende Kosten ohne MwSt. / Expected costs without VAT

Arbeitszeit in € / Working hours in €	
Reisezeit in € / Travel time in €	
Sonstiges in € / Others in €	
Gesamt € / Total €	

Auszufüllen von AWG / To be filled in by AWG

Sachbearbeiter:
AWG Auftragsnr.:
Datum der Meldung durch Kunde:
Antrag an Godiva/Hale weitergeleitet am:
Antrag zurückerhalten am:
Garantievorgang abgeschlossen am:
Vermerke:



Auszufüllen von Godiva/Hale / To be filled in by Godiva/Hale	
Administrator:	
Date contacted by customer:	
Date completed claim returned:	
Action date:	
Date completed:	
<input type="checkbox"/> Parts shipment agreed <input type="checkbox"/> Cost agreed <input type="checkbox"/> Cost revised (see remarks) <input type="checkbox"/> Godiva/Hale will send Service Engineer (sole responsibility) <input type="checkbox"/> Godiva/Hale will send Service Engineer to truck builder (joined responsibility) <input type="checkbox"/> Product to be returned to factory (requires RGA Number) <input type="checkbox"/> Product to be delivered to our Service- Station (see Remarks) <input type="checkbox"/> Warranty expired <input type="checkbox"/> Request not covered by warranty <input type="checkbox"/> Repair against charge <input type="checkbox"/> Partial acceptance only (see remarks) <input type="checkbox"/> Acceptance of claim denied <input type="checkbox"/> Claim forwarded to supplier <input type="checkbox"/> Acceptance under „goodwill“	<input type="checkbox"/> Scrap old parts at customer <input type="checkbox"/> Keep old parts, will be collected <input type="checkbox"/> Return old parts to factory (requires RGA no.) <input type="checkbox"/> Return old parts to Service- Station (see remarks) <p style="text-align: center;">RGA Number:</p> <p style="text-align: center;">_____</p> <p>Notice: RGA Number must be used for all correspondence and be clearly stated on all delivery notes as well as on the goods.</p> <p>Not stating the RGA number may stall or delay action on the claim.</p>
Remarks:	