

# Warranty Request Manual

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This manual will help you correctly and smoothly notify your warranty request to MasterTurbo step-by-step. Submitting a complete warranty request helps ensure rapid processing by our Warranty department.

# Preparation

Good preparation makes all the difference. If you have all the correct information to hand, you will be able to complete the warranty request smoothly.

A list of the information that you should have to hand is given below:

- Login details;
- Customer number (WKL number);
- Product number (WG number);
- Sales order number (WBO number);
- Details of the installer and remover;
- Details of the vehicle.

If you do not have any of this information to hand please contact the sales department, who will be happy to help you find the right information.

# Open warranty request

Visit our TecDoc or Aldoc webshop and click on the 'Customer Portal' or 'Portal' buttons.



# Warranty Request Manual

You can now access the customer portal using your login details:

Login		
Wachtwoord		
Automatisch a	anmelden	

If you have lost the login details, click on 'Forgotten your password?' and request a new password using your username or e-mail address.

If you do not yet have any login details, click on 'if you do not have a login yet click here'.

Inloggen N Heeft u nog geen log	Mijn klantenportal MasterTurbo
Login	
Wachtwoord	
🗹 Automatisch aa	anmelden
Aanmelden	
Wachtwoord vergete	n?

You are now in your personal customer portal; to open the warranty form click on 'Request warranty' on the left-hand side in the navigation bar.

Aanvraag retourzending

Status retouraanvragen



Status garantieaanvragen

Openstaande inkooporderregels

Openstaande facturen

Terug naar klantenoverzicht



# Warranty Request Manual

# Complete warranty form

You have now reached the warranty form. In order to process your warranty request as effectively as possible, you must fill out the form as completely as possible.

#### **Customer details**

You must complete all the fields marked with an \*. Some of these fields are pre-completed.

Klant	
	 -
Klantnummer:*	
Klantnaam:*	*
Contactpersoon:*	
Telefoonnummer contactpersoon :*	

## Claim

Article type: Enter here what kind of article it concerns.

*Issue*: In order to be able to accurately assess your request, it is very important that you provide a clear description of the issue. Issue descriptions such as: 'faulty, error code or engine no longer running smoothly' will not be processed and will be returned. When providing error codes, please include the test report as an attachment. This is explained later in the manual.

Schadegegevens	
Artikel type:*	
Klacht:	
	Geef zoveel mogelijk informatie door m.b.t. voorgeschiedenis reparatie, OBD foutcodes etc! Zonder deze informatie kunnen wij de aanvraag niet goed verwerken. Indien de klacht meer dan 250 karakters bevat, upload deze dan als bijlage



### Items

Entering this information correctly will make the processing of your guarantee request easier and faster. If you do not have the correct 'Wilmink Group' numbers to hand, please contact our sales department, who will be happy to help.

#### Step 1: Click on 'New'

Artikelen				
Nieuw artikel toevoegen	MVO Verkoopordernummer	Artikelnummer	Aantal artikelen	
		-111		
	Geen gegevens beschikt	baar		

## Step 2: Enter the 'WVO number' in ( ! Please note: WVO in capitals! )

Nieuw artikel toevoegen	MVO Verkoopordernummer	Artikelnummer	Aantal artikelen
<u>Opslaan</u> Annuleren	MVO7023666		÷

#### Step 3: Enter the 'WG number' in (! Please note: WG in capitals!)

Artikelen

Artikelen

Nieuw artikel toevoegen	MVO Verkoopordernummer	Artikelnummer	Aantal artikelen
<u>Opslaan</u> <u>Annuleren</u>	MVO7023666	WG1901563	* *

Step 4: Specify how many units it involves.

Artikelen

Nieuw artikel toevoegen	MVO Verkoopordernummer	Artikelnummer	Aantal artikelen
<u>Opslaan</u> <u>Annuleren</u>	MVO7023666	WG1901563	1 +

**Step 5:** In order to save the item and go to the next step, click on 'Save'. If you do not do this, you will be unable to send your request at the end of the process.

Artikelen

Nieuw artikel toevoegen	MVO Verkoopordernummer	Artikelnummer	Aantal artikelen
Opslaan Annuleren	MVO7023666	WG1901563	1

**Step 6:** You have now successfully added a part. If you would like to add another item, when multiple parts have suffered damage, you can follow the process again from **step 1**.



## Use

Enter all details of the vehicle here:

Toepassing		
Merk:*		
Model:*		
Kenteken:		
Motor:*		
Brandstof:*		
Bouwjaar:*	2000	* *

## Installation and removal

Enter all information about the installation and removal process here. Under 'labour hours' you can claim any workshop hours; if you do so, we will ask for an itemisation later in the process.

Inbouw		
Bedrijfsnaam:*		
Contactpersoon:*		
Telefoonnummer contactpersoon:*		
Datum:*	29-07-2019	Ŧ
Kilometerstand:		▲ ▼
Arbeidsuren:		▲ <del>▼</del>
Uitbouw		
Bedrijfsnaam:*		
Contactpersoon:*		
Telefoonnummer contactpersoon:*		
Datum uitbouw:*	29-07-2019	<b>.</b>
Kilometerstand:		▲ ▼
Arbeidsuren:		▲ ▼



## Parts

You only need to complete this if it applies to the request in question. This field is not required for engine management. If we need this information subsequently we will contact you.

## **Documents**

As already specified under the heading 'complaint' and 'parts', you can upload any test reports and invoices here. Click on 'Add attachment'.

## **Complete your request**

Would you like the part back after review? Enter 'yes' or 'no'. If your warranty request is granted, the right to a return automatically lapses.

You have now successfully entered all the information, and your warranty request is ready to be confirmed. Check the information one more time, and then click on 'Accept warranty request general terms and conditions' and click on' Send'. www.masterturbo.nl/general-terms-and-conditions.html

e aanvraag	

# Send parts

You have received the confirmation of your request by e-mail, which you can print out and include with the part and return it to MasterTurbo. You can do this using your overnight shipping, the return process of your umbrella organisation or at your own initiative.

Please do not clean parts before shipping, and use watertight packaging.

For our warranty terms please see www.masterturbo.nl