

Guideline on filing warranty and guarantee claims

Paul Nutzfahrzeuge always strives to fulfil the expectations of its customers to the utmost satisfaction. Our work complies with the highest standards in all areas and consistently satisfies all quality inspections. Unfortunately, however, we can not always guarantee that products made and delivered by us remain free from damage. We apologise for this.

The warranty associated with our work and products is a component of our delivery contract and our general terms and conditions.

Please take note of the following information for quick and competent processing of warranty claims!

1. Warranty claims

A warranty claim must be presented in writing before implementation of repair works. Please see our website www.paul-nutzfahrzeuge.de for the warranty claim form as well our general terms and conditions.

Please send the completed warranty claim form to servicedesk@paul.group

Note for branches and affiliates of Mercedes-Benz AG:

Warranty claims against Paul Nutzfahrzeuge for vehicle refurbishments and deliveries on behalf of Mercedes-Benz AG ("single-invoice transaction") or of CTT Molsheim are to be invoiced via the warranty system of Mercedes-Benz AG.

The work carried out by Paul Nutzfahrzeuge can be seen in the Mercedes-Benz system VeDoc under AO-Text.

2. Processing of the warranty claim

Upon receipt of the warranty claim, it shall be examined by us immediately. If the conditions for a warranty are fulfilled, Paul Nutzfahrzeuge shall grant authorisation for repair.

Upon granting of authorisation for repair, remedying of the damage can be started.

CAUTION: If repair work is started prematurely there is a risk that the costs shall not be reimbursed since a cause of damage may no longer be able to be ascertained beyond doubt.

Replacement parts are to be obtained strictly from Paul Nutzfahrzeuge or from a supplier authorised by us.

Defective parts are to be retained for 4 weeks and only to be sent to Paul Nutzfahrzeuge on request. If defective parts are requested, dispatch must occur at the latest within two calendar weeks after receipt of the replacement parts stating the claim number as well as the vehicle's identification number to the following address:

Paul Nutzfahrzeuge GmbH
After Sales & Service
Josef-Paul-Straße 1
94474 Vilshofen an der Donau

3. Processing of the warranty

Deliveries of replacement parts shall be invoiced to the customer in principle. The invoice shall be dispatched promptly with the replacement parts. After final assessment of the warranty matter (e.g. in the event of required clarification with pre-suppliers), a credit entry of the invoice shall take place or if necessary at a later point in time.

In order to guarantee a smooth process, please quote the claim number as well as the vehicle identification number on all invoices.

Please issue invoices to the following address:

Paul Nutzfahrzeuge GmbH
After Sales & Service
Josef-Paul-Straße 1
94474 Vilshofen an der Donau

In the case of retroactive goodwill claims approved outside the warranty period, it is up to Paul Nutzfahrzeuge exclusively to decide on the amount of the refund. Any credit items are to be communicated to the customer in writing and only these are binding for us.

Potential warranty claims may neither be deducted from outstanding invoices nor entitle these to non-payment of outstanding invoices to Paul Nutzfahrzeuge.

Paul Nutzfahrzeuge thanks you for your understanding and cooperation.