

Service Case Registration Form VALX bv

Please send this filled-in form to VALX bv (see address on page 3)

Procedural Conventions

- When a Service Case occurs, the customer has to notify the vehicle manufacturer first in accordance with the guidelines stipulated by the vehicle manufacturer
- The requested information should be sent to VALX either by e-mail, fax or letter within 48 hours after the failure was first discovered
- VALX will confirm registration of the Service Case within 2 working days after reception and process the Service Case within a reasonable amount of time
- The customer must offer VALX the opportunity to inspect the vehicle and/or the damaged parts
- The customer should only send defective parts for repair or replacement to one of the VALX repair centres when asked by VALX to do so
- Transportation charges are not covered

Contact details:

Service Case Applicant: Vehicle manufacturer Vehicle Owner/User Service Dealer

Date:

Company:

Contact person:

Country:

Telephone number:

Email address:

Date of problem detection:

Problem description:

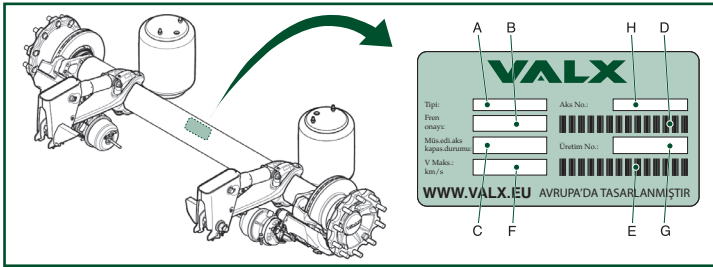
Please send pictures seperately

Location vehicle:

(Street, Postal code, Place, Country)

Contact person/driver at location:

Telephone number at location:



VALX axle identification plate:

- A** Axle type code
- B** Brake approval (with test report number)
- C** Permissible axle capacity static (in kg)
- D** Axle number (barcode type 128)
- E** Production number (barcode type 128)
- F** Maximum allowable speed (in km/h)
- G** Production number
- H** Axle number

Please fill in the Production numbers (G) here:

Note: The production number is also engraved in the middle of the axle beam

Axle 1 (front):

Axle 2 (if applicable):

Axle 3 (if applicable):

Axle 4 (if applicable):

Specification of damaged product(s):

VALX product number:

Serial batch/number:

Production date (if visible):

Vehicle details:

Vehicle: Central Axle Drawbar Drawbar Semi Trailer Dolly

Type: Tilt Trailer Box Tipper Tanker Chassis Low bed Other

Vehicle manufacturer:

Chassis number:

Registration date:

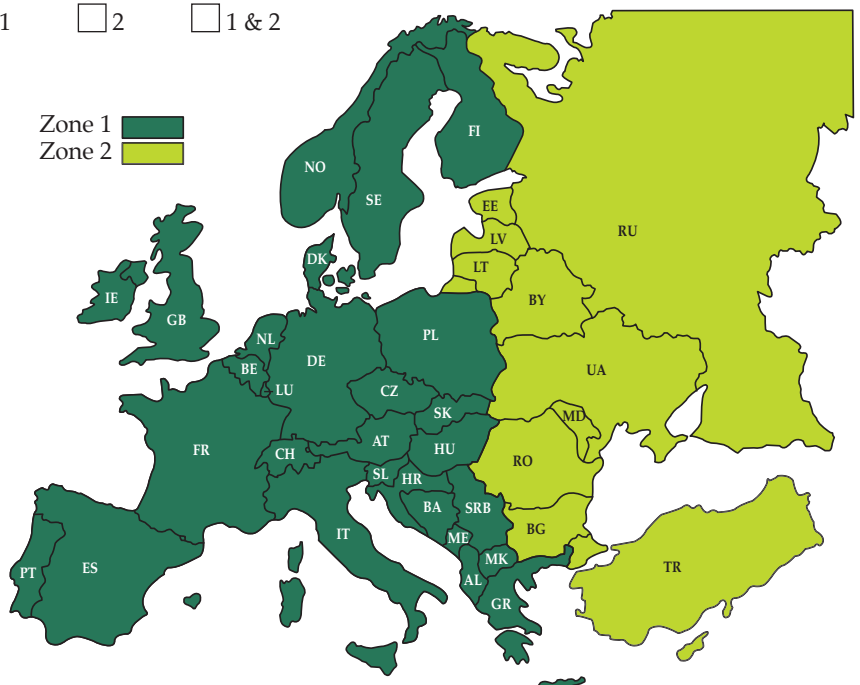
Please include a copy of the Vehicle Registration Form

Off road usage: YES NO

Usage in Zone: 1 2 1 & 2

Geographical Zones:

Zone 1
Zone 2



Additional info:

Please send this document back to:

VALX International

De Amert 102
5462 GH Veghel
The Netherlands

Tel. number: +31 (0)88 405 8800

Fax number: +31 (0)88 405 8820

Email address: support@valx.eu

The VALX Warranty Commitment is available for download on www.valx.eu

**MAIL
TO VALX**

By filling-in and sending this form, your Service Case will be registered and investigated.
It is not an automatic guarantee for having your Service Case granted.