

Please fill out this form completely and send the completed form

by e-mail to charger@akkuteam.de with a Subject of "Repair Request – [your dealer name] – country".

Example: "Repair Request – BMW of Manhattan – USA"

We will contact you immediately!

BMW Group Battery Chargers

Request for Repair

*For claims under warranty (i.e. within 2 years from date of purchase), please attach/send a copy of your parts invoice for the affected device(s) in the same e-mail with this form.

BMW SL 50 (81 39 5 A19 C82)

serial number

BMW WL 120 (81 39 5 A5A FE0)

serial number

serial number

Brief fault description:

VAT-No. (In case of European Community)

Legal company name – billing/invoice address:

Company Name

Street address

City, State

Zip Code / Country

Contact Person

E-Mail

Phone

P.O./Reference Name or Number

Return/shipping address: (if different from billing/invoice address)

Street address

City, State

Zip Code / Country

Process:

- 1) You will be contacted with instructions for shipping of the problem device to the designated repair facility as well as information regarding immediate delivery of an exchange device (if applicable).
- 2) Once your problem device is received at the repair facility, it will be inspected and diagnosed.
 - a) IF your device is under warranty and the damages/issues are NOT deemed to be "caused by the user", you will be contacted with approval to keep the exchange device OR have your repaired device returned to you, and the ticket will be closed.
 - b) IF your device is NO LONGER under warranty OR is a warranty device whose damage IS deemed to be "caused by the user", you will be contacted with a quote for repair and the option to either:
 - i. Pay for the repair of your problem device and return the exchange device, OR
 - ii. Keep and Pay for the exchange device.