

Reclamation procedure



Claim sheet, send to the following mail address: aftersales@h-btechnics.com

Before sending a claim, please make sure that the trouble shooting was done!

Claim location:	Delivery	Production	Owner / End user
Claim time:	- shipments within 3-5 days after received goods	- missing parts, damaged parts	- failure report, clear description with pictures/videos
Creator:	- direct claim from Shipyard to H+B	- direct claim from Shipyard to H+B	- claim from owner to Shipyard and Shipyard to H+B
Request send to:	H+B technics, Germany	H+B technics, Germany	H+B technics, Germany

Required details:

- H+B Serial # (PDF showing the design and location)
- Our order confirmation no.
- Your order no.
- Project / Boat name / hull number

Explanations:

- pictures/videos: showing the problem of the claim
- detailed explanation of the problem
- location of the boat
- delivery address and contact person: in case of new parts needed

Warranty and liability

In principal, our general terms and conditions always apply. Warranty and liability claims for personal injury or equipment/ property damage are always thereby excluded when they can be traced back to one or more of the following causes:

- Unintended or improper use of the lifting system.
- Incorrect transportation, installation, commissioning of the lifting system.
- Failure to observe the information and notes in these instructions.
- Failure to observe the notes, information and warning signs on the lifting system.
- Unauthorised modification or conversion of the lifting system.
- Insufficient monitoring of components that are subject to wear.
- Incorrectly executed repair work.
- Repairs not agreed with the manufacturer.
- Disaster situations caused by external force and force majeure.