

## How to use the warranty application form

If you need spare parts for any kind of **LAUNCH** product, please use the “Warranty application/Service form” to place your order. The same for products you send to us for repairing. And fill in as much as possible, so that it gets easier for us and thus faster for you to handle your order. Maybe you can add some pictures to make clear what you need.

Only orders with filed warranty application/service form will be handled!!!

### ***Model, Serial number, Date, Dealer***

The first four fields on the top are absolutely necessary!!! Without these information we cannot give any support to you! So please enter the model in the first field as you can find it on the type plate. The same for the serial number. On the right top side please enter the date and your name.

### ***Address, where parts shall be sent to***

Next you will find address fields. If you want us to send the parts e. g. to your customer directly, please enter here your customer’s address. If you leave these fields empty we will send your order to the address we will find in our system which corresponds to your name in the field “Dealer”.

### ***Date of purchase according to invoice***

Next please enter the date you can find on your invoice to your customer and add a copy of this invoice to the application form. This is necessary for us to find out, if the **LAUNCH** product is within warranty time or not. If you cannot give us your invoice we can only take our invoice date. This means if you receive a product from us and you sell it to your customer e.g. two months later you will lose two months of warranty time if you do not give us your invoice. This is absolutely necessary for Warranty applications!!!

### ***Faulty part and part no.***

Of course we need to know, which part you need for on the top mentioned product. Please use following field to enter the part name and corresponding part number. You will find the part number in the installation manual or parts list of your **LAUNCH** product.

### ***Error description***

And finally please give us a description of what is the problem with your **LAUNCH** product. If you send a product to us for repairing, we need this information. Else it will take much more time or will get impossible for us to handle your order!!!

Best Regards

**LAUNCH** Europe GmbH

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