

## Press release

# Optimised Kögel Parts Shop with new intelligent warranty management

Burtenbach, 04 June 2019

- Rapid spare parts search and order function
- Complete vehicle data, always up to date
- Clear order history
- New: Submit and process warranty claims online

Kögel has extended and modernised its online replacement parts service, the "Parts Shop". Thanks to a layout that is even clearer than before, faster navigation and a simple search by keyword, vehicle identification number (VIN) or item order number, the shop now offers even better cost effectiveness. As well as impressing users with huge time savings when placing orders, the optimised Parts Shop offers a new warranty portal, an order history function with delivery tracking, and a spare parts catalogue and current price lists for download.

### **Kögel Parts Shop: The 24-hour online assistant**

The Kögel Parts Shop can be found under the "Parts" tab in the navigation bar on the Kögel website. There are three ways to place an order quickly. Either enter a keyword or item number and directly move the product to your basket, or place an order via the vehicle identification number: In this case, the Parts Shop displays all spare parts – along with their availability – for the individual assemblies of the vehicle in question. You can also display the technical drawings of the spare part product groups. Once you have selected the spare parts you need in one of these two ways, you enter the desired shipping method and your order is created in your

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shopping basket. The shopping basket shows a clear summary of the selected spare parts along with their availability. Kögel customers can trace their order at any time, via the order history. Here, you can view information about past and present orders.

### **NEW: Warranty portal for vehicles and individual spare parts**

As well as allowing you to quickly and easily order spare and wear parts around the clock, the Kögel Parts Shop offers a brand new, intelligent integrated warranty management tool. Under the "Warranty" tab of the navigation bar in the Kögel Parts Shop, you can create a claim really easily in six guided steps. These steps include, for example, the direct selection of spare parts from the vehicle parts list, the paper-free submission of invoices and a current status display of the submitted claim. This ensures direct, bureaucracy-free warranty management.

### **Online trade fair discount**

All invited spare parts customers who visit the Kögel trade fair stand during the transport logistic trade fair from 4th to 7th June 2019 will receive a code that gives them a special 5% discount on online orders for all eligible spare and wear parts. This voucher is valid up to and including 31st July 2019.

Photo: The new Kögel Parts Shop

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Kögel is one of the leading trailer manufacturers in Europe. Since it was established in 1934, the company has manufactured more than 550,000 trailers. With its commercial vehicles and solutions for freight-forwarding companies and the construction industry, the company has been providing 'Made in Germany' engineering quality for more than 85 years. During this period, it has maintained its passion for transport and innovation, enabling it to offer proven, long-lasting added value to freight-forwarding companies. The company headquarters and main production facility of Kögel Trailer GmbH are located in the Bavarian town of Burtenbach. Kögel also has factories and offices in Ulm (Germany), Duingen (Germany), Chocen (Czech Republic), Verona (Italy), Kampen (Netherlands) and Moscow (Russia).

[www.koegel.com](http://www.koegel.com)