

Warranty Guideline

For quick and professional processing of warranty claims, we kindly ask that you observe the following information.

Customer information:

The first point of contact for warranty claims is a Kögel service partner of your choice. You can find service partners on our website at www.koegel.com/serviceparts/ or call our service number on **+49 1805/56 34 35 55**.

Information on processing of claims:

In order for us to perform warranty repairs, a fully completed warranty claim, including proof of damage, must be submitted via the warranty portal.

The corresponding form can be found at www.koegel.com, „Downloads“.

A guideline can be found online at www.koegel.com, „Downloads“.

In urgent cases, you may also telephone us during business hours (Monday to Friday, 8:00 am to 5:00 pm) at the above-mentioned service number. In this case, a claim form must be completed and submitted online in follow-up. In accordance with our warranty conditions, the agreed hourly workshop rates will apply in conjunction with our current Kögel guide times or the guide times of the respective component and system manufacturer. The Kögel guide times can also be found on our website www.koegel.com in the „Downloads“ section under „TECHNICAL INFORMATION“.

Spare parts are provided by Kögel and can be requested by submitting the warranty claim form.

The defective old parts must be stored until the claim is fully processed (at least six weeks) and returned to Kögel on request. After the six-week storage period, the parts can be disposed of in the correct and environmentally responsible manner. The storage period begins on the date of submitting the warranty claim to Kögel. If we have requested the return of the old parts, they can be sent to the following address with the Kögel complaint number and the vehicle identification number (VIN), using our return slip:

Kögel Trailer GmbH, Technical Customer Service, Am-Kögel-Werk 1, D-89349 Burtenbach, Germany

Comment: Warranty with complaint number and VIN (Returns cannot be accepted without this information)

To ensure a smooth financial transaction, please note the Kögel complaint number and VIN on all the relevant invoices. Invoices without this information and without prior approval of the warranty claim cannot be processed and will be returned to the sender unprocessed.

Please issue the invoice to the following address:

Kögel Trailer GmbH, Technical Customer Service, Am-Kögel-Werk 1, D-89349 Burtenbach, Germany

Please mention the VIN and complaint number in all enquiries.

Kögel Trailer GmbH thanks you for your understanding and cooperation. In case of any questions, you can contact us on our service number at +49 1805/563435-55.

Your Kögel Customer Service Team