



# Claim Application Form

**Applicant Company Name:**

  
  

**Applicant Company Address:**

  
  

**Contact Person:**

Tel: (    )                      Cell: (    )

**Claim No:**

**Company banking details** (*Non-account customers only*)

Name of Account: \_\_\_\_\_ Bank: \_\_\_\_\_ Branch: \_\_\_\_\_  
Account Number: \_\_\_\_\_ Branch code: \_\_\_\_\_

Do you wish to have the item returned in case the claim gets declined?       YES       NO

**Quantity:**

**Part No.**

**Description:**

**Date of Delivery**

**Invoice No.**

**Delivery Note No.**

**Reason of Complaint in Full**

  
  

**Truck Model:**

**Decision (Office use only)**

  

**Year:**

**Series:**

**Chassis No.**

**Engine No.**

**Fitted (date)**

**Mileage**

**Removed (date)**

**Mileage**

Accepted       Fair Deal       Rejected

**IMPORTANT! PLEASE READ**

- Please attach a copy of the claim form together with the original invoice to the defective item.
- The claim form has to be filled out completely. Missing information will cause for longer waiting periods or rejection of the claim.
- If not instructed differently rejected parts will be destroyed four weeks after the customer was informed of the outcome of the warranty claim.

**All statements made are true and correct.**

**Date:**

**Signature of applicant:**

**Kindly fax completed form to: 031 465 3172**  
Protea Truck & Bus Parts 102 Sir Kurma Reddi Road  
Clairwood, Durban 4052  
Tel: +27 (31) 460 4700 · Fax: +27 (31) 465 3172  
[info@proteatruck.co.za](mailto:info@proteatruck.co.za) · [www.proteatruck.co.za](http://www.proteatruck.co.za)



102 Sir Kurma Reddi Road, Clairwood, 4052

P O Box 41174, Rossburgh, 4072



**031 460 4700**



**031 465 8828**



**info@proteatruck.co.za**

**\*\*PROTEA TRUCK AND BUS PARTS REVISED CLAIMS POLICY\*\***

- Claims are subject to the approval and discretion of Protea Truck and Bus Parts and all relevant manufacturers/suppliers.
- Should a part be deemed acceptable for said claim, all relevant documentation vis. Original invoices will be required as well as the completion of a claim form (by the customer). Fitment and failure dates as well as fitted and removal mileage must be available.
- Parts found to be damaged due to incorrect fitment, gross negligence and/or be tampered with in any way or used for purposes other than its intended application will not be accepted as a claim. Engine parts, electronic and/or electrical parts must be fitted by qualified technicians and receipt/s or proof thereof must be produced on submitting a claim.
- Parts fitted incorrectly as per the manufacturer's instructions will not warrant a claim.
- The claims process takes 10 working days.
- If your claim is successful, a credit will be issued to you. However should your claim be rejected, the part will be returned to you as is or stripped thereof.

**\*All parts carry a 6 (six) month warranty from date of purchase\***