

# CLAIM APPLICATION FORM



|                 |                  |
|-----------------|------------------|
| Date            | Contact Person   |
| Company Name    | Telephone Number |
| Company Address | Mobile Number    |
|                 | Email Address    |

|           |
|-----------|
| Claim No. |
|-----------|

|                            |  |
|----------------------------|--|
| Part Number                |  |
| Quantity                   |  |
| Invoice Number             |  |
| Purchase Date              |  |
| Description                |  |
| Truck Model                |  |
| Series                     |  |
| Year                       |  |
| Chassis Number             |  |
| Engine Number              |  |
| Date of fitment            |  |
| Mileage at fitment         |  |
| Date removed               |  |
| Mileage at removal         |  |
| Detailed reason for claim: |  |
|                            |  |

### Claims Policy

1. Claims are subject to the approval and discretion of Protea Truck and Bus Parts and all relevant manufacturers/suppliers.
2. Should a part be deemed acceptable for said claim, all relevant documentation viz. 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.  
**Confirmation of banking details to be attached to claim application for non-account customers.**
3. 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.
4. Parts fitted incorrectly as per the manufacturer's instructions will not warrant a claim.
5. The claims process takes 10 working days.
6. If your claim is successful, a credit will be issued to you.  
**\*All parts carry a 6 (six) month warranty from date of purchase\***

### IMPORTANT! PLEASE READ

- Please attach a copy of the claim form together with the original invoice to the defective item.
- If not instructed differently, rejected parts will be destroyed four weeks after the customer was informed of the outcome of the warranty claim.  
Do you wish to have the item returned in case the claim gets declined? YES  NO
- The claim form has to be filled out completely. Missing information will cause for longer waiting periods or rejection of the claim.  
**All statements made are true and correct.**

Signature of applicant: \_\_\_\_\_ Date: \_\_\_\_\_

Decision (Office use only)  Accepted  Fair Deal  Rejected



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