khcycle WARRANTY CLAIM FORM

RETURN TO :
KIAN HONG CYCLE PTE LTD
3 KAKI BUKIT ROAD 1, #B1-05 EUNOS TECHNOLINK
SINGAPORE 415935
TEL: 65 6749 5787 FAX: 65 6749 5789
EMAIL: fox@khcycle.com.sg

CLAIM No.:

CUSTOMER INFORMATION

NAME:
ADDRESS:
PHONE:
EMAIL:

DEALER INFORMATION

SHOP NAME:
ADDRESS:
PHONE:
EMAIL:

PRODUCT INFORMATION

BRAND: MODEL: SIZE: COLOUR: YEAR: QTY: SERIAL NO:

☐ AFTERMARKET MODEL ☐ OEM MODEL, BIKE MODEL/ YEAR:

(1) FOR DEALER:
☐ PRODUCT SOLD, GO TO (2)
☐ PRODUCT UNSOLD, KH INVOICE NO.:

(2) FOR CUSTOMER:
ORIGINAL OWNER? ☐ YES ☐ NO
PICTURES FORWARDED BY EMAIL? ☐ YES ☐ NO
NOTE: YOU MAY EMAIL PICTURES OF FAULTY ITEM TO US IN ADVANCE TO EXPEDITE CLAIM.
RECEIPT ATTACHED? ☐ YES ☐ NO
NOTE: ORIGINIAL RECEIPT (OF BIKE IF OEM) IS ABSOLUTELY NECESSARY FOR ALL CLAIMS.
ORIGINAL PURCHASE DATE:

PROBLEM DESCRIPTION:

SIGNATURE: DATE:

OFFICIAL USE

DATE: ACTIONS TAKEN: ACTION BY (STAFF NAME):

FAULTY ITEM RECEIVED FROM CUSTOMER / DEALER *? ☐ YES ☐ NO
FAULTY ITEM C/W WARRANTY STICKER? ☐ NA ☐ YES ☐ NO
CLAIM FORWARDED TO SUPPLIER? ☐ YES ☐ NO
ACTION:
ACTION:
ACTION:
ACTION:
ACTION:
WARRANTY APPROVED BY SUPPLIER / KHCYCLE *? ☐ YES ☐ NO
SUPPLIER / KHCYCLE'S WARRANTY OFFER:
☐ REPLACE W/ NEW MODEL/SIZE: FEE: $
☐ NEW AT SPECIAL PRICE MODEL/SIZE: COST: $
☐ "CRASH" REPLACEMENT SPECIAL PRICE: % off SRP $ = $
☐ CREDIT NOTE CREDIT NOTE NO.: AMOUNT: $
☐ REPAIR BY: COST: $
WARRANTY OFFER RECEIVED FROM SUPPLIER? ☐ NA ☐ YES ☐ NO
WARRANTY OFFER RETURNED TO CUSTOMER/ DEALER*? ☐ YES ☐ NO
IF YES, RETURNED ITEM TAKEN FROM: ☐ REPLACEMENT BY SUPPLIER ☐ OWN STOCK ☐ ORIGINAL ITEM REPAIRED
PAYABLE AMOUNT COLLECTED? (IF ANY) ☐ NA ☐ YES ☐ NO

RETURN ACKNOWLEDGEMENT:
BY CUSTOMER / DEALER*:

DATE:

PAYABLE:
TAX INVOICE NO:
GST REG NO: M2-00233072-8
COST OF PARTS:
ADMIN FEE:
OTHERS:
GST:
TOTAL S$

* DELETE WHERE APPLICABLE