

## Customer service and warranty on PFT products

### A. Tasks and services of the PFT dealer

Within the framework of a PFT partnership, PFT dealers perform

- Customer service
- Demonstrations
- Machine induction / instruction on safety regulations per the accident prevention provisions of the professional association
- Deliveries
- Warranty repairs by factory-trained technicians for all relevant PFT products

If Knauf provides PFT with support during the execution of dealer services, we reserve the right to charge the dealer accordingly.

PFT dealers provide full customer service for the machines sold and supplied by them.

Every end customer who purchases a PFT machine is entitled to receive instruction free of charge on the day of initial start-up. All associated costs shall be borne by you as the PFT dealer.

### B. Our PFT services

Knauf PFT provides warranty cover for our products in accordance with the General Terms and Conditions of Sale, Delivery and Payment ([www.pft.net/agb](http://www.pft.net/agb)) valid at the time of purchase.

In the event of a recognised warranty claim, we shall replace the defective parts in full and free of charge. The shipping costs incurred due to the replacement of the rejected goods shall be borne by Knauf PFT.

We shall reimburse our dealers for the costs of installation and removal on the basis of our standardised PFT reimbursement rates, in accordance with the applicable country classification.

We require a detailed description of the damage in order to process your complaint.

Please use the forms on our PFT service portal exclusively for this purpose ([www.pft.net/service](http://www.pft.net/service)).

The decision regarding a warranty claim shall be made by the PFT quality manager.

## Processing a warranty claim

1. Your claim must be submitted on the PFT service portal within the specified warranty period ([www.pft.net/service](http://www.pft.net/service)).

We reserve the right to reject the warranty claim if the deadline specified in our General Terms and Conditions of Sale, Delivery and Payment has passed by the time the claim is submitted.

To enable us to process your claim, please have the following information available:

- Description of the damage
- Images/videos
- PFT article no.
- Machine number, or the PFT invoice or delivery note number
- Travel time and distance to the customer
- Hours worked
- Freight costs for transportation of the warranty parts (express costs are not covered)

All relevant data shall be requested via the respective form in the PFT service portal.

2. Please send us rejected parts for damage analysis only upon request.

In order to ensure rapid processing and straightforward allocation of the rejected goods, only use the PFT return note sent by email.

If the rejected goods are returned without our request and without a warranty application, allocation will not be possible.

The goods will then either be scrapped or returned to the sender at the sender's expense.

3. We reserve the right to refund approved warranty claims in the form of a credit note, by means of a dealer invoice, or through a replacement delivery at our discretion.

If the warranty claim is rejected, we will return the goods to the sender at the sender's expense if a return request has been made. Otherwise we will scrap the defective goods within 2 weeks.

## Country classification

Country classification	Technician hours max. 2 h	Travel costs/km (incl. driving time)
<b>A</b>	€ 65.00	€ 2.00
<b>B</b>	€ 45.00	€ 1.50
<b>C</b>	€ 25.00	€ 1.00

All figures are net prices.

## Country A-Z

Afghanistan	C	Dominica	C	Lesotho	C	Saint Lucia	C
Albania	C	East Timor	C	Liberia	C	Saint Vincent and the Grenadines	C
Algeria	C	Ecuador	C	Libya	C	Samoa	C
Andorra	C	Egypt	C	Liechtenstein	A	San Marino	C
Angola	C	El Salvador	C	Lithuania	C	São Tomé and Príncipe	C
Antigua and Barbuda	C	Equatorial Guinea	C	Luxembourg	A	Saudi Arabia	B
Argentina	B	Eritrea	C	Macedonia	C	Senegal	C
Armenia	C	Estonia	C	Madagascar	C	Serbia	C
Australia	B	Ethiopia	C	Malawi	C	Seychelles	C
Austria	A	Fiji	C	Malaysia	B	Sierra Leone	C
Azerbaijan	C	Finland	A	Maldives	C	Singapore	B
Bahamas	C	France	A	Mali	C	Slovakia	B
Bahrain	B	Gabon	C	Malta	C	Slovenia	C
Bangladesh	C	Gambia	C	Marshall Islands	C	Solomon Islands	C
Barbados	C	Georgia	C	Mauritania	C	Somalia	C
Belarus	C	Germany	A	Mauritius	C	South Africa	C
Belgium	A	Ghana	C	Mexico	C	South Sudan	C
Belize	C	Great Britain	A	Micronesia	C	Spain	C
Benin	C	Greece	C	Monaco	A	Sri Lanka	C
Bhutan	C	Grenada	C	Mongolia	C	Sudan	C
Bolivia	C	Guatemala	C	Montenegro	C	Suriname	C
Bosnia-Herzegovina	C	Guinea	C	Morocco	C	Swaziland	C
Botswana	C	Guinea-Bissau	C	Mozambique	C	Sweden	A
Brazil	C	Guyana	C	Myanmar	C	Switzerland	A
Brunei Darussalam	C	Haiti	C	Namibia	C	Syria	C
Bulgaria	C	Honduras	C	Nauru	C	Tajikistan	C
Burkina Faso	C	Hungary	B	Nepal	C	Tanzania	C
Burundi	C	Iceland	B	Netherlands	A	Thailand	C
Cambodia	C	India	C	New Zealand	B	Togo	C
Cameroon	C	Indonesia	B	Nicaragua	C	Tonga	C
Canada	A	Iran	C	Niger	C	Trinidad and Tobago	C
Cape Verde	C	Iraq	C	Nigeria	C	Tunisia	C
Central Afr. Republic	C	Ireland	B	Norway	A	Turkey	C
Chad	C	Israel	B	Oman	B	Turkmenistan	C
Chile	C	Italy	B	Pakistan	C	Tuvalu	C
China	C	Jamaica	C	Palau	C	UAE	B
Colombia	C	Japan	A	Panama	C	Uganda	C
Comoros	C	Jordan	C	Papua New Guinea	C	Ukraine	C
Congo, Dem. Republic	C	Kazakhstan	C	Paraguay	C	Uruguay	C
Congo, Republic of	C	Kenya	C	Peru	C	USA	A
Costa Rica	C	Kiribati	C	Philippines	C	Uzbekistan	C
Côte d'Ivoire	C	Korea North	C	Poland	C	Vanuatu	C
Croatia	B	Korea South	A	Portugal	C	Vatican City	C
Cuba	C	Kosovo	C	Qatar	B	Venezuela	C
Cyprus	B	Kuwait	B	Rep Moldova	C	Vietnam	C
Czech Republic	C	Kyrgyzstan	C	Romania	A	Yemen	C
Denmark	A	Laos	C	Russian Federation	C	Zambia	C
Djibouti	C	Latvia	C	Rwanda	C	Zimbabwe	C
Dom. Republic	C	Lebanon	C	Saint Kitts and Nevis	C		