

Warranty and Repairs

For optimal service handling, please complete the form in full. All fields marked with a * are required. You can submit one warranty claim per form. If you wish to make a warranty claim for more machines, you will have to fill in this form several times.

For terms and conditions, please refer to our warranty terms and conditions on page 3.

Date

Claim Date

Claim number (to be filled in by Hoopman Machines)

Dealer name*

Contact details*

First name

Surname

Telephone number

E-mail Address

Address

Postal code

City

Country

Machine owner*

Company name

First name

Surname

Address

Postal code

City

Country

Machine information*

Machine description/type

Serial number (see type plate)

Year of construction (see type plate)

Commissioning date



Description of damage and any repairs*

(Attach photos to the e-mail)

Estimated costs of costs already incurred

Hours – Parts – Other	price	Quantity	Total price

Have parts already been ordered?

Description part	Order number Holaras (if known)	Item price	Quantity	Total price

I hereby confirm that I have read the following conditions for claiming the warranty and that the application complies with these conditions.

Please send the completed form together with photos/attachments by e-mail to:
info@holaras.com. We will contact you upon receipt of the form to further process your application.



Warranty and Repairs

Holaras machines are guaranteed for 1 year from the date of invoice. Warranty claims will only be processed if the warranty claim form is completed in full and returned to info@holaras.com. Upon receipt of the form, we will contact you for further processing of the claim. A repair must be reported to Holaras in advance before the repair is carried out.

You can only make one warranty claim per form. If you wish to make a warranty claim for several machines, you must complete this form multiple times. For the conditions, please refer to our warranty conditions.

Warranty conditions:

1. A warranty claim is only accepted when the warranty application form is fully completed.
2. The warranty period for Holaras is 1 year from the invoice date. The invoice serves as your warranty proof. If the machine is resold, this warranty period does not restart.
3. A warranty claim is only accepted if the form is sent within a month after the date the damage occurred.
4. Warranties are assessed and processed differently from the Metaalunie conditions, according to the warranty conditions set by Hoopman Machines B.V. Any complaints must be submitted in writing within three days.
5. The Holaras machines comply with the European Machinery Directives (CE marking). The type plate affixed to the machine must never be removed. In such cases, any warranty agreements and rights will then become void.
6. A claim under warranty is not possible for damage to the machine or parts caused by overload, incorrect use, or poor maintenance. This also applies if the instructions in the manual are not followed and if no original parts are used.
7. When a repair under warranty is estimated to take more than 4 hours, this must be made known in advance through a warranty application form.
8. The level of substantiation must be proportional to the nature of the claim.
9. Ordered parts without a warranty claim are always charged. If ordered parts are provided with a warranty application form within a month and this warranty is granted, then a credit note will be issued for the concerned parts.
10. If the broken or non-functioning parts are not sent back within a month after ordering new parts and/or no warranty application form is filled out, then the right to a credit note is forfeited.
11. The customer is not entitled to withhold payments for parts as long as no warranty application form has been filled out and sent.
12. Used tools and/or trial parts are not reimbursed.
13. Are you sending defective parts back for warranty? Then please include a copy of the completed form in the packaging. This speeds up the processing upon receipt of the part.
14. For labor carried out on repairs within the warranty, we charge an hourly rate of €55.
15. Shipping costs for returning parts are not reimbursed, nor are the transport costs. The mileage fee is €0.50 per kilometre.