

CONTACTS AFTER SALES & SPARE PARTS



Product Issue Report & Service

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Parts Sale - Extension 2300

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Step	When / max. Duration	Action
for urgent matters: service_call_de@kinshofer.com		
1. ► Problem report generate & assign	asap	Every customer call (or e-mail) results in a problem report, which is filled out according to a checklist. The problem message is assigned to a service employee.



2. ► Problem report process	4 hours	The service technician sets the problem report to „in process“ and initiates the next steps. Action plan presented to the customer.
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Step	When / max. Duration	Action
for urgent matters: parts_de@kinshofer.com Please specify SPU in the subject of the e-mail		
1. ► Order registration	asap	SPU orders are processed immediately.



2. ► Order confirmation Response	2 hours to 4 hours	The reaction time 2 hours: if parts are available 4 hours: If parts are not available, Lead time must be confirmed. Order confirmation will be sent to customer.
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3. ► Shipping (parts in stock)	Same / Next day	Orders received by 14:00 pm (Mon-Thu) will be shipped the same day.
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