Light is OSRAM

OSRAM

Guarantee claim?

Did you experience a defect during the guarantee period?
We are sorry because this does not coincide with our quality standards.

To resolve the problem, you can of course approach your dealer –
or optionally you may contact us.

In the latter case, it takes just five simple steps to get a replacement:

1. Pack the lamp securely for transport. Use the original packaging if you still have it.
Just wrap a few pages of newspaper around the lamp to provide some protection.

2. Include the receipt or invoice in the package (either the original or a copy)
if you still have it. If you registered your lamp online, a receipt is not necessary.

3. Place the completed customer complaint form (or a legibly written letter that
contains your address, telephone number and a brief description of the problem)
into the carton.

4. Seal the package and address it to us.
You will find the address for returns in your country on this list.

5. Send the package to us – please affix correct postage.
We will take care of the problem as quickly as possible!

Do you have questions?
E-Mail: automotive-service@osram.com

For returns related to an OSRAM guarantee claim, please use this address label.

✂

Sender

_____

_____

_____

Please
stamp
properly

To
OSRAM

_____

_____

_____

11/18

OSRAM

LED/Xenon/Halogen Claim Form

for non-commercial customers

Please send together with the defective product to OSRAM – go here to obtain the address in your country.

Surname, first name: _____

Street, house number: _____

Zip code, city: _____

Country: _____

Telephone number: _____ Email: _____

☐ OSRAM has already been contacted:

on: _____ with: _____

Product:

☐ LEDriving® XENARC® headlights

☐ LEDriving® daytime running lights

☐ LEDriving® fog lights

☐ LEDriving® mounting brackets for LED fog lights

☐ LEDambient® CONNECT

☐ XENARC® ORIGINAL

☐ LEDriving® CANBUS control unit

☐ LEDriving® HL[1]

☐ LEDriving® PREMIUM SL[1]

☐ LEDriving® SL[1]

☐ ONYX COPILOT®

☐ XENARC® ULTRA LIFE

☐ LEDinspect®

☐ LEDinspect® PRO

☐ LEDguardian®[2]

☐ LEDambient®

☐ ULTRA LIFE

☐ Other

Amount: _____ pieces

Reason for claim: _____

Date of initial use: _____ Date of defect: _____

Operating conditions (optional information)

Vehicle (manufacturer, model, year of manufacture, ...): _____

Number of operating hours/day approximately: _____ hours

Application: ☐ Low beam   ☐ Brake light

☐ High beam   ☐ Fog light

☐ Indicator   ☐ Other: _____

Additional information (optional)

(unusual temperatures, vibrations, high humidity, voltage level, etc.)

_____

_____

_____

1) These products do not have ECE approval. This means they must not be used on public roads in any exterior application. Use on public roads leads to cancellation of operating license and loss of insurance coverage. Several countries do not allow sale and use of these products. Please contact your local distributor for information on the availability in your country.
2) Not approved as warning light according to German Road Traffic Licensing Regulations (StVZO). Not for sale in Germany.