



Warranty Request Manual

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This manual will help you correctly and smoothly notify your warranty request to Wilmink Engine Parts step-by-step. Submitting a complete warranty request helps ensure rapid processing by our Warranty department.

Preparation

Good preparation makes all the difference. If you have all the correct information to hand, you will be able to complete the warranty request smoothly.

A list of the information that you should have to hand is given below:

- Login details;
- Customer number (WKL number);
- Product number (WG number);
- Sales order number (WBO number);
- Details of the installer and remover;
- Details of the vehicle.

If you do not have any of this information to hand please contact the sales department, who will be happy to help you find the right information.

Open warranty request

Visit our TecDoc or Aldoc webshop and click on the 'Customer Portal' or 'Portal' buttons.



Warranty Request Manual

You can now access the customer portal using your login details:

Login

Wachtwoord

Automatisch aanmelden

If you have lost the login details, click on 'Forgotten your password?' and request a new password using your username or e-mail address.

If you do not yet have any login details, click on 'if you do not have a login yet click here'.

Inloggen Mijn klantenportal Wilmink

[Heeft u nog geen login klik hier](#)

Login

Wachtwoord

Automatisch aanmelden

[Wachtwoord vergeten?](#)

You are now in your personal customer portal; to open the warranty form click on 'Request warranty' on the left-hand side in the navigation bar.

- Aanvraag retourzending
- Status retouraanvragen
- Aanvraag garantie**
- Status garantieaanvragen
- Openstaande inkooporderregels

- Openstaande facturen
- [Terug naar klantenoverzicht](#)



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Complete warranty form

You have now reached the warranty form. In order to process your warranty request as effectively as possible, you must fill out the form as completely as possible.

Customer details

You must complete all the fields marked with an *. Some of these fields are pre-completed.

Klant

Klantnummer:*	<input type="text"/>
Klantnaam:*	<input type="text"/>
Contactpersoon:*	<input type="text"/>
Telefoonnummer contactpersoon :*	<input type="text"/>

Claim

Engine management: Enter 'yes' or 'no' here.

Engine parts: Enter here what sort of part it relates to, e.g.: camshaft or throttle body.

Issue: In order to be able to accurately assess your request, it is very important that you provide a clear description of the issue. Issue descriptions such as: 'faulty, error code or engine no longer running smoothly' will not be processed and will be returned. When providing error codes, please include the test report as an attachment. This is explained later in the manual.

Schade

Motormanagement:	<input type="text"/>
Motoronderdelen:	<input type="text"/>
Klacht:	<input type="text"/>

Indien de klacht meer dan 250 karakters bevat, upload deze dan als bijlage

Items

Entering this information correctly will make the processing of your guarantee request easier and faster. If you do not have the correct 'Wilmink Group' numbers to hand, please contact our sales department, who will be happy to help.

Step 1: Click on 'New'

Artikelen

New	WVO Verkoopordernummer	Artikelnummer	Aantal artikelen
Geen gegevens beschikbaar			

Step 2: Enter the 'WVO number' in (! Please note: WVO in capitals!)

Artikelen

New	WVO Verkoopordernummer	Artikelnummer	Aantal artikelen
Opslaan Annuleren	WVO7023666		

Step 3: Enter the 'WG number' in (! Please note: WG in capitals!)

Artikelen

New	WVO Verkoopordernummer	Artikelnummer	Aantal artikelen
Opslaan Annuleren	WVO7023666	WG1901563	

Step 4: Specify how many units it involves.

Artikelen

New	WVO Verkoopordernummer	Artikelnummer	Aantal artikelen
Opslaan Annuleren	WVO7023666	WG1901563	1

Step 5: In order to save the item and go to the next step, click on 'Save'. If you do not do this, you will be unable to send your request at the end of the process.

Artikelen

New	WVO Verkoopordernummer	Artikelnummer	Aantal artikelen
Opslaan Annuleren	WVO7023666	WG1901563	1

Step 6: You have now successfully added a part. If you would like to add another item, when multiple parts have suffered damage, you can follow the process again from **step 1**.

Use



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Enter all details of the vehicle here:

Toepassing

Merk:*	<input type="text"/>
Model:*	<input type="text"/>
Kenteken:	<input type="text"/>
Motor:*	<input type="text"/>
Brandstof:*	<input type="text"/>
Bouwjaar:*	2000 <input type="text"/>

Installation and removal

Enter all information about the installation and removal process here. Under 'labour hours' you can claim any workshop hours; if you do so, we will ask for an itemisation later in the process.

Inbouw

Bedrijfsnaam:*	<input type="text"/>
Contactpersoon:*	<input type="text"/>
Telefoonnummer contactpersoon:*	<input type="text"/>
Datum:*	29-07-2019 <input type="text"/>
Kilometerstand:	<input type="text"/>
Arbeidsuren:	<input type="text"/>

Uitbouw

Bedrijfsnaam:*	<input type="text"/>
Contactpersoon:*	<input type="text"/>
Telefoonnummer contactpersoon:*	<input type="text"/>
Datum uitbouw:*	29-07-2019 <input type="text"/>
Kilometerstand:	<input type="text"/>
Arbeidsuren:	<input type="text"/>



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Parts

You only need to complete this if it applies to the request in question. This field is not required for engine management. If we need this information subsequently we will contact you.

Documents

As already specified under the heading 'complaint' and 'parts', you can upload any test reports and invoices here. Click on 'Add attachment'.

Complete your request

Would you like the part back after review? Enter 'yes' or 'no'. If your warranty request is granted, the right to a return automatically lapses.

You have now successfully entered all the information, and your warranty request is ready to be confirmed. Check the information one more time, and then click on 'Accept warranty request general terms and conditions' and click on 'Send'.

<https://www.wilminkengineparts.com/algemene-voorwaarden.html>

Goederen retourneren na review:* Nee Ja

Akkoord met algemene voorwaarden Garantie aanvraag

Send parts

You have received the confirmation of your request by e-mail, which you can print out and include with the part and return it to Wilmink Engine Parts. You can do this using your overnight shipping, the return process of your umbrella organisation or at your own initiative.

Please do not clean parts before shipping, and use watertight packaging.

For our warranty terms please see www.wilminkengineparts.com