Black Lion Bikes Ltd

DEALER ONLY – **Warranty Issue Report Form** – UK Cycle Trade

# DEALER CONTACT DETAILS

|  |  |  |  |
| --- | --- | --- | --- |
| Business Name |  | Tel. No.  |  |
| Nominated Technical Contact |  | E-mail |  |
| Date Issue Reported |  | Present Location of Bike  |  |
|  |

# BIKE DETAILS

|  |  |  |  |
| --- | --- | --- | --- |
| Make |  | Frame/Motor Number |  |
| Model |  | Black Lion Bikes Invoice No. |  |
| BLB Stock Number | (4 Digits)  | Date of Dealer’s Sales Invoice |  |
|  |

# WARRANTY ISSUE DETAILS

|  |  |
| --- | --- |
| Please describe what is the issue? When/how did it start? |  |
| PHOTOGRAPHIC INFORMATION |
|  | Attached |
| If damage – are there clear digital images  | Yes / No |
| If a charger issue – is there an image of it & one of label on back of it  | Yes / No |
| If a battery issue – is there an image of it & one of label on back of it  | Yes / No |
| Please attach a general image of the whole bikefor quick accurate identification of the exact model variant  | Yes / No |

# CHECKING

Are you sure this is a ‘manufacturer’s part replacement against faulty manufacture’ warranty issue?

* Is it within the manufactures warranty period?
* Has a simple substitution with known good part from another bike been done to confirm this part is at fault?
* Is the issue with a branded component with it’s own warranty – eg. ‘Shimano’ gears are supported by Madison not the manufacturer?

When checked please forward this form to: info@blacklionbikes.co.uk

# SUBMITTING BY

|  |  |  |  |
| --- | --- | --- | --- |
| Name: |  | Date: |  |