

Light is OSRAM

Warranty 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.
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 warranty claim, please use this address label.

Sender

Please stamp properly

To
OSRAM



LED Claim Form

for non-commercial customers

Please send together with the defective LED 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:

- | | | |
|--|--|---|
| <input type="checkbox"/> LEDriving® XENARC® headlights | <input type="checkbox"/> LEDriving® CANBUS control unit | <input type="checkbox"/> LEDinspect® |
| <input type="checkbox"/> LEDriving® daytime running lights | <input type="checkbox"/> LEDriving® PREMIUM RETROFITS ¹⁾ | <input type="checkbox"/> LEDinspect® PRO |
| <input type="checkbox"/> LEDriving® fog lights | <input type="checkbox"/> LEDriving® STANDARD RETROFITS ¹⁾ | <input type="checkbox"/> LEDguardian® ²⁾ |
| <input type="checkbox"/> LEDriving® mounting brackets for LED fog lights | <input type="checkbox"/> ONYX COPILOT® | <input type="checkbox"/> LEDambient® |
| <input type="checkbox"/> LEDambient® CONNECT | <input type="checkbox"/> 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:
- | | |
|------------------------------------|---------------------------------------|
| <input type="checkbox"/> Low beam | <input type="checkbox"/> Brake light |
| <input type="checkbox"/> High beam | <input type="checkbox"/> Fog light |
| <input type="checkbox"/> Indicator | <input type="checkbox"/> 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. Please note: Use on public roads leads to cancellation of operating license and loss of insurance coverage. Not for sale in Germany.
 2) Not approved as warning light according to German Road Traffic Licensing Regulations (StVZO).