

O. Complaints

The materials used in production are checked for composition and quality before they are released. Should they reveal flaws in spite of correct application, complaints should be made to the suppliers, giving the Check or Production No. at the bottom of the can or below the directions for use. A copy of the complaint should be sent to the testing laboratory of the Sindelfingen factory.

In cases of complaints about the finish on vehicles supplied, a careful check should be made to ascertain whether the defect is not due to poor maintenance, exceptional circumstances, or natural wear and tear, or whether it is due to negligence on the part of the factory.

Two types of complaints cannot under any circumstances be recognized:

a) Chipping by Stones

Particularly during the winter months the finish may be damaged by flying gravel. The stones strike the front of the vehicle and cause little chips on the enamel surface. This cannot be recognized as a valid ground for complaint, since there is no type of automobile enamel which is proof against this kind of damage.

b) Scatter

This takes the form of white-colored or iridescent specks on the finish. They do not come from the finish itself, but are caused by waste gases from factories. As a rule, they can be removed by polishing with synthetic resin cleaner.

c) Touched-up Surfaces

Conspicuous touched-up surfaces should be tested by using nitro thinner. If the finish comes off, the surface has been touched up outside the factory with nitrocellulose lacquer. In the Sindelfingen factory, nitro-cellulose lacquer is never used to touch up synthetic resin finish.

All complaints made to the factory should be accompanied by an accurate description of the defects, since only then can we accept the responsibility for honoring the guarantee.