

## FORM FOR PROFESSIONALS

They must enter the link <https://bh.fitness/en/aftersales-form/>

1st Type of case: they must always fill in **MALFUNCTION**

2nd Country: Data of the sports center

### Form for professionals

If your request is about a home fitness machine, [click here](#).

TYPE OF CASE \*

Malfunction

COUNTRY \*

Spain

Select region

3rd Are you a BH Fitness customer? You must always mark **YES**

4th Do you know the sports centre/Distributor number? If the answer is YES:

**Number provided by BH Fitness, if you do not have the number please contact your sales representative or our assistance department to obtain it.**

#### SPORTS CENTER/DISTRIBUTOR NUMBER \*

To simplify your requests, ask BH for your Sports Center Number by writing to [admin.sat@bhfitness.com](mailto:admin.sat@bhfitness.com), or ask your sales representative. If you don't know it, select "NO".

If the answer is **NO**: You must fill in the following fields.

5th Identify yourself through: **Customer number**, this number is the one that appears on the invoices sent from BH Fitness.

#### IDENTIFY YOURSELF THROUGH: \*

- ☒ Client number
- ☐ TIN

#### CLIENT NUMBER \*

Number provided by BH Fitness. If you do not know it, select CIF/NIF and enter it in the corresponding field.

#### TIN/ID: is the owner / customer

\*the TIN/ID corresponding to the SPORTS CENTER will not be valid, they must indicate the one that appears on the invoice for the purchase of the equipment.

### Example:

Salburua Sports Centre is the sports centre but the purchase was made through the City Council of Vitoria, the CIF that they would have to fill in is that of the City Council of Vitoria.

**IDENTIFY YOURSELF THROUGH: \***

☐ Client number

☒ **TIN**

**TIN \***

This is the unique identification number that appears on all invoices and delivery notes.

6th Notified by: It is essential to identify the person reporting the incident.

**\*IMPORTANT** fill in the fields that are highlighted in the box to receive all automatic notifications regarding your case and work order.

Reported by:

**NAME OF THE SPORTS CENTER/DISTRIBUTOR \***

BH Fitness

**NAME \***

After Sales Department

Name of notifying person

**SURNAME \***

Surname of the notifying person

**PHONE NUMBER \***

123456789

Notifying person's telephone number

**EMAIL \***

aftersales@bhfitness.com

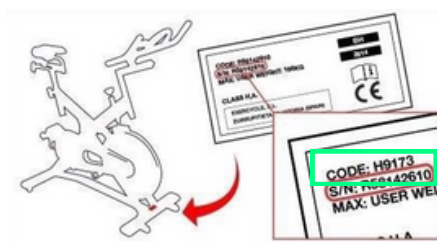
Email of notifying person

7th Information about machine/s: Code/Model is the reference that appears on the plate after CODE.

**CODE/MODEL \***

H9173

Por favor mire en el manual o búsquelo en su máquina, debe ser información textual.



8th Do you have a registration number?: If they answer Yes

DO YOU HAVE A REGISTRATION NUMBER? \*

- ☒ Yes  
☐ No

SERIAL NUMBER \*

Please write it out textually

REGISTRATION NUMBER \*

Please write it out textually

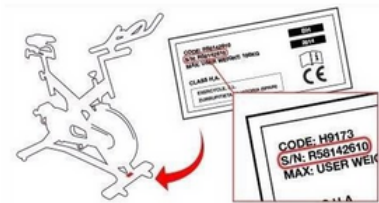
9th If they do not know the registration number and select the NO option, it will automatically ask them for the **SERIAL NUMBER**.

DO YOU HAVE A REGISTRATION NUMBER? \*

- ☐ Yes  
☒ No

SERIAL NUMBER \*

Please write it out textually



\*In the serial number, only the reference that appears after S/N must be filled in

10th Detail of the incident: Description of the fault and if available, attach photos and videos

DETAILS OF THE INCIDENT

0 of 500 max characters

Please give us as detailed a description as possible of the error mode, the error code, if the machine fails. FOR EXAMPLE: After 10 minutes it stops and displays error 05. E.G: If I change the inclination of the machine and increase the speed, it displays error E07.

PHOTO OF THE INCIDENT

Seleccionar archivo

Ningún arc....seleccionado

Max. file size: 3 MB.

VIDEO OF THE INCIDENT

Seleccionar archivo

Ningún arc....seleccionado

Max. file size: 6 MB.

11° Do you have any ADDITIONAL incidents?: It is **IMPORTANT** that if you have more than one incident, you check this box to avoid filling out more than one form.

DO YOU HAVE ANY ADDITIONAL INCIDENTS? \*

☒ Yes

☐ No

If your issue concerns more than one machine, please indicate below

CODE/MODEL

Por favor mire en el manual o búsquelo en su máquina , debe ser información textual.

PHOTO OF THE INCIDENT

Ningún arc...seleccionado

Max. file size: 2 MB.

In the case that your equipment is under warranty, it is essential that you provide a copy of the purchase receipt or invoice. Without it, your request will not be processed.

VIDEO OF THE INCIDENT

Ningún arc...seleccionado

Max. file size: 6 MB.

In the case that your equipment is under warranty, it is essential that you provide a copy of the purchase receipt or invoice. Without it, your request will not be processed.

**You can add up to 5 incidents per form**