



Serviceform

To be completed by the service technician only:

Date arrived at Headquarters:	Clerk:
Taken in process on:	Completed on:
Cause of error:	
Troubleshooting:	

Dear customer!

To avoid delays in processing, we kindly ask you to fill out this form completely and in block letters.

Please enclose a copy of the purchase receipt, otherwise we will not be able to process your complaint.

In order for your return to be fully checked, we request you to include the complete scope of delivery (transmitter, model, battery, charging cable, charger, etc.) with the package. We would like to point out that in case of rejection of cost estimates for repairs which are not covered by warranty, a processing fee of 39.00 EUR will be charged.

Average processing time of repairs:

In-House repairs: 1-3 weeks

In-House repairs with costs: 2-5 weeks

Repairs manufacturer service: 5-7 weeks

Service fees for chargeable repairs:

1/2 h working time : € 49.90 EUR

1 h working time : € 90.00 EUR

Professional disposal fee: € 29.90 EUR

Dirt removal fee: € 29.90 EUR

Please note that small repairs up to €35.00 will be carried out automatically by the manufacturer without prior notice.
We allow ourselves on the basis of this to charge the costs incurred.

Please note that soiled items will not be accepted for repair and will be sent back to you unrepaired for a fee of €29.90 EUR.

To be filled in by the customer in block letters:

Customer / Invoice Number:	Invoice date:
E-mail address:	Phone number:
Name:	
Address:	
Item Number- & Name:	
Serial number (if available):	
To be filled in only in case of handing over in the store: Goods accepted by: _____ Goods accepted in (please delete where not applicable): DEUTSCHLANDSBERG / VIENNA	
The following parts of the item are given for reclamation:	
Error description:	

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Store pickup

Please bring your copy of the service form with you when you pick up.

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Delivery to the customer

Please make sure that the address is correct.

Place, Date date

Signature