

# Repair request form

customer data	shipping address, If different
company name*	company name
first name, last name*	first name, last name
street, house number*	street, house number
postcode, city*	postcode, city
country*	country
telephone number*	telephone number
mobile number	mobile number
email address*	email address

**fields marked with a \* mandatory**

product information	
model number	serial number
error description (please indicate any error messages, operating system used, accessories used etc.):	
Accessories (If applicable, please list the enclosed accessories):	
Please do not enclose accessories (e.g. batteries, memory cards, cables, manuals) with the product if they are not directly related to the error that occurred. You are welcome to enclose print-outs or photos if they clarify the error.	

# repair request form

I order the service to carry out the repair as follows:

- Chargeable (without preparation of a cost estimate)
- Chargeable up to a limit
  - 300 € (plus VAT and shipping costs)
  - 500 € (plus VAT and shipping costs)
  - 1000 € (plus VAT and shipping costs)
  - € (plus VAT and shipping costs)
- If the repair exceeds the estimated limit i asked for, please
  - set up a cost estimate
  - send back the unrepaired unit
  - dispose the product under environmental regulations
- please provide me with a cost of estimate
- I wish a warranty repair

I have been informed that cost estimates are subject to a charge and must be compensated with a lump sum plus VAT and possible shipping costs. This lump sum does not apply if the repair order is subsequently placed. Please enquire about the amount of the flat rate directly at the respective service center. If the service center is commissioned with a warranty repair and it turns out on inspection that there is no warranty claim, the order shall be deemed as such for the preparation of a cost estimate.

## Additional information / comments / billing address:

## Transport / Packaging:

Please make sure that the product is packed in a sufficiently protected way to avoid damage in transit.

\_\_\_\_\_  
date, signature

**Thank you for taking the time to fill in the form. Please make a copy of this form for your records**

### Note

A ruggserv GmbH is committed to protecting your privacy and any personal information you provide. This data will only be used to carry out the repair process. Your personal data will be protected by A ruggserv GmbH and will not be used for other purposes.