



Please press the tab key

Company:

Family name, first name: \_\_\_\_\_

Street: \_\_\_\_\_

Post code and town: \_\_\_\_\_

Tel. no.: \_\_\_\_\_ Fax no.: \_\_\_\_\_

eMail address: \_\_\_\_\_

Country: \_\_\_\_\_

Availability: \_\_\_\_\_

Reference no. \_\_\_\_\_

**Product**

Model: \_\_\_\_\_

Model: \_\_\_\_\_

Model: \_\_\_\_\_

Detailed description of the problem: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Problem occurs only from time to time?**  Yes  No

If yes, please say for how long: \_\_\_\_\_

\_\_\_\_\_

Date and place of purchase: \_\_\_\_\_

\_\_\_\_\_

**Estimate?**  Yes  No

**Repair:**

If the product is still covered by the guarantee, please include the original guarantee card and receipt with this package.  
 Please return the complete set, if possible in original packaging.  
 Please also make sure your equipment is packed carefully so that is protected against knocks and dust.  
 We additionally ask you to address the parcel clearly. Make sure you include the words 'Customer Service' and your address on the packaging.

Please note that we cannot accept unfranked dispatches. Please make sure that the package is franked correctly. We will enclose a model as replacement postage in the return mail for your incurred dispatch costs.

**Please fill out this form, sign and date it and then include it in the parcel.**

\_\_\_\_\_ Date

\_\_\_\_\_ Signature