Faulty device report

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drawing the lines of communication

Device details

Device description	
Serial number	
Manufacturer	
Date of report	

Customer details

Customer name		
Contact person		
Tel & Fax		
E-mail		
Address		

Description of the fault

Name customer ***Signature customer***

Procedure

1. *If a fault is identified that cannot be resolved by one of our technicians, the device must be brought in.*
2. *Please attach this document to the faulty device and send it to the address listed at the bottom of this page.*
3. *Upon receipt, we will check whether the device can be repaired under warranty. If it is not covered by the warranty, a quotation will be prepared for the customer's approval.*

Note: If no fault is found, we will have to charge an inspection fee of €40 excl. VAT.

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