

Repair Guidelines

1. Return of Devices for Repair

- When a device is shipped for repair, it must be accompanied by a completed request for repair. Otherwise, the request for repair will not be processed.
- Devices without a serial number label will not be repaired.
- Please state the technical fault in detail. Repairs without a detailed description will increase both the time needed for repair and the costs.
- The device(s) must be packed and shipped in compliance with the ESD requirements.
- Unpaid returns will not be accepted but returned to the customer.

3. Repair Costs

- Devices whose repair costs are less than 30% of the device's original value will be repaired without cost estimate.
- Please attach a note stating whether you wish to obtain a cost estimate if the repair costs exceed 30% of the device's original value, or specify a price limit, respectively.
- With unjustified complaints we will charge the customer - even within the guarantee period - a test- and processing lump sum of at least 38,00 Euro plus shipment costs and VAT.

Request for Repair

emtrion GmbH
Greschbachstr. 12
D-76229 Karlsruhe

Company		Department	
Contact		Address	
ZIP code		City	
Telephone		E-mail	

Device

Product Name		Purchase Date (plz. attach copy of bill)	
Serial Number			

Error Description

The error: is reliably reproducible occurs seldom
 depends on the temperature

Please describe failure symptoms:.....
.....
.....
.....

System Environment

OS / Version	Driver Software / Version
Used with the following boards:	

Repair costs

<input type="radio"/> Estimate of repair costs if exceeding 30% of the device's original value	<input type="radio"/> Repair up to an upper price limit of Euro
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Send invoice to:
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emtrion use only:
Rep. No.

Date: Signature/Company stamp: