|  |
| --- |
| Repair |
| Return |
| Supplies |

**Please enclose one completed form per item and pre-register the consignment by e-mail to EROWA** [techsupport@erowa.com](mailto:techsupport@erowa.com)**.**

|  |  |  |
| --- | --- | --- |
| **To:**  EROWA AG  Grabmattenstrasse11  Delivery Dock  CH-6233 Büron  Tel.: +41 (0)41 935 11 11  Fax: +41 (0)41 935 12 00  [techsupport@erowa.com](mailto:techsupport@erowa.com)  Contact person in Büron: | **From:** | |
| **EROWA** Invoice No:  **EROWA** Confirm. No:  **Final customer,** Project: |  |
| **Sender**  Contact person:  E-Mail:  Tel: |  |

* Returns with entitlement to credit only in as-new condition and in original packaging.
* Complaints must be made within 90 days of the invoice date.
* We reserve the right to charge a contribution towards expenses of CHF 150 per hour for cost estimates without subsequent repair, incorrect orders, repackaging and checking of items or return delivery of unused material.
* We reserve the right to charge an express surcharge of CHF 400.00 for express repairs.

|  |  |
| --- | --- |
| Product name | Article number (ER-Nr) |
| Serial Nr. Product / Handling Device S/N:        / | Number of parts |

**Information on the return: A precise description must be completed.**

|  |  |  |
| --- | --- | --- |
|  | Product defective |  |
|  | Incomplete delivery |  |
|  | Incorrect delivery |  |
|  | Incorrect order |  |
|  | Consignement |  |
|  | Quality / complaint |  |
|  | Other reason |  |
|  | Cost estimate? | Yes  No |

|  |  |
| --- | --- |
| Customer |  |
| Date: | Signature: |