|  |
| --- |
| [ ]  Repair |
| [ ]  Return |
| [ ]  Supplies |

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

|  |  |
| --- | --- |
| **To:**EROWA AGGrabmattenstrasse11Delivery DockCH-6233 BüronTel.: +41 (0)41 935 11 11Fax: +41 (0)41 935 12 00techsupport@erowa.comContact 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: |