

REPAIR INQUIRY FORM

Return Address:

anndora GmbH
Delitzscher Straße 79 b
06116 Halle (Saale)
Germany

Dear Customer,

Sender Information

Customer Number

Company / Name / First Name

Street Address / Number

Postal Code / City / Land

Phone

Email

Please complete this form accurately.

we regret your endeavour to have the device repaired – we are committed to quickly resolving the caused inconveniences through the following routine:

1. Please use this repair form so that we can process your parcel speedily.
2. We require a copy of your invoice received at the time of purchase, as a proof of your purchase.
3. Please ensure the return parcel is franked sufficiently, always use the most economically-priced dispatch type.
4. It is essential that you enclose this repair form with the return.
5. Please do not send the goods freight forward; it is only after the inspection that we can decide whether we are dealing with a production error or wearout-type failures attributable to user application.
6. If this repair concerns a guarantee we will bear the shipping costs after the repair.
7. If this repair concerns a service repair, which are repairs subject to required fees, you will have to bear transport costs. The item will then be sent subsequent upon billing and payment.

Reason for Return

We want to ensure your satisfaction with our services – which why we require a specification of the apparent defect:

Item number	Item description
Description of defect:	
Course of events - how did the defect come about:	
Date / Signature	

The return of the goods takes place by means of our general terms and conditions <http://www.anndora.de/AGB>.