

PRODUCT RETURN / REPAIR REQUEST FORM

Please fill in the details below. This form can be typed into, saved, and emailed back to us.

1. CUSTOMER INFORMATION

Company / Customer: Contact person:

Address:

Phone: Email:

2. PRODUCT INFORMATION

Product / model: Serial number:

Point of sale: Date of purchase:

Installer / Distributor: Invoice number:

Is the product still under warranty?

Yes No

3. REASON FOR RETURN

Date the fault was noticed:

Support ticket number (if already reported to support):

— OR —

Description of the fault — what happens, when it occurs, how often:

4. SHIPPING

Date shipped: Shipping method:

Tracking number (optional):

5. FOR INTERNAL USE ONLY

Date received: Received by:

Diagnosis:

Repair performed / action taken:

Warranty claim:

Approved Denied

Signature and date: