

Repairs processing



Is your device defective?

Please fill in this form **before sending** your device. Thus, we have all the important data for a quick repair process. The original should be attached to your device.

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Service

yes no **Pickup of the device** (costs on demand)

Please indicate opening hours

yes no **Empty box** (costs depending on the device type)

In order to avoid additional costs due to a transport damage, the unit should be returned in its original box.

Customer data

Name

Contact person

Street

Postal code, city and country

Phone

E-Mail

Delivery address (if different)

Other remarks

Please always send the device completely with all accessories!

Detailed error description

Device information

Device type

Serial number

Purchase date in case of warranty repairs

(In case of warranty, there are no costs.)

By completing and submitting this form, you agree to the storage and use of your personal data. You have the right to revoke the consent given by you without giving any reason at any time with effect for the future. Further information can be found under <https://www.erkodent.de/en/data-privacy/>

Place, date, signature