

Return/Complaint Form

Dear Customer,

With this form we ask you to register your return and/or complaint in our service center. After sending in the completed form, you will immediately receive your return/complaint number, which you are kindly requested to quote as a reference in your return. We thank you for your support.

Please address your queries to: Email: repair@schaltbau.de Phone: **+49 87 42 29-205**

Contact details

Name*

Phone*

Email*

Company*

Department*

ZIP / City*

Country*

Return

What is being returned/complained about?

Product name*

Item number* [1-1234-123456]

Year of manufacture/serial number*

Number of pieces*

Why are returns/complaints made?

Wrong product

Wrong amount

Transport damage

Maintenance

Repair

Overhaul

Other

Complaint

Description of the error, checklist in the event of a complaint

- 1 Which error has occurred? Your detailed description helps us a lot.
- 2 On which component did the error occur?
- 3 Where did the error occur? In which application do you use the device?
- 4 In what situation did the error occur?
How often did the error occur?
- 5 How long was the product in use?
- 6 Important environmental parameters, e.g. temperature, humidity, pollution, etc.?
- 7 Are there any further indications, e.g. photos, measurement reports, etc.?

Form completed? Thank you very much!

Please send the form to repair@schaltbau.de. You will immediately receive your return number.



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