WEISS ROBOTICS

Customer data

Company name
First name, last name
Street, house number
Postal code, city
Country
Phone number
E-mail

Shipping address (if different)

Company name
First name, last name
Street, house number
Postal code, city
Country
Phone number
E-mail

Technical queries

For further technical queries please name a contact person within your company:

First name, last name
Phone number
E-mail

Product information

Type designation	Serial number
Error description	

Accessories

Accessories should only be included in the return package if they are needed for reproducing the error. Please list the accessories that you include:

Refurbishment order

We commission the service to perform the refurbishment in the following way

- (●) Refurbishment with costs
  You will receive a cost estimate for release. Minor repairs are performed immediately.
- ( ) We wish a warranty repair. A copy of the purchase receipt is enclosed.

Please pay attention to the enclosed service conditions.

Additional information/notes

Order number (appears as invoice text)

Date, signature

Service Conditions

Effective from 1 July 2016

For refurbishment orders and warranty repairs solely our general terms and conditions and the following service conditions apply.

1 Delivery

1.1 Make sure that the device is sufficiently protected against transport damage. If possible, use the original packaging for return shipment. Freight collect returns are not accepted.

1.2 Please fill out the repair dispatch note completely, sign it, and enclose it in the return package. You can find the repair dispatch note on our website under 'Service'. Unfortunately, we cannot process returns without the repair dispatch note.

1.3 Accessories (e.g. cables, fingers, operating manuals, etc.) should only be included in the return package if they are needed for reproducing the error. Feel free to enclose printouts or photographs if they illustrate the error.

1.4 We cannot assume any liability for the preservation of the customer's configuration of the device or for data on the device or the integrated memory card. It is therefore essential that you back up your data.

2 Refurbishment with costs

2.1 The basis for our cost estimates is always the error report of the customer. We therefore ask you to specify the components that are to be refurbished and, where applicable, the associated errors as exactly as possible.

2.2 By sending in the device you agree that repairs amounting to a net sum of up to 250 euros are performed immediately without an advance cost estimate and are charged according to the actual workload.

2.3 If the refurbishment costs exceed the limit for minor repairs, we send you a cost estimate for approval. For the preparation of the cost estimate we charge a fee of 120 euros. Should you commission us with a refurbishment on the basis of this cost estimate, we will refund this amount with the repair invoice.

2.4 In the case of concealed defects that are detected during refurbishment and are not covered by the cost estimate, we will contact you for the approval of the additional costs.

3 Warranty repair

3.1 If you wish a warranty repair, it is mandatory that you send us a copy of the purchase receipt to prove your warranty claim.

3.2 If you commission us with a warranty repair and a check reveals that there is no warranty claim, the order is deemed a refurbishment order with costs according to paragraph 2.