

# Service-Form (please include the completed service form and proof of purchase with every shipment of goods)

Graupner/SJ GmbH  
 Service & Support  
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 E-Mail: service@graupner.de  
 Fax: +49 (0)7021 722-199  
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Customer number:	<input type="text"/>	<input type="checkbox"/> End-user	<input type="checkbox"/> Dealer
Last name, first name:	<input type="text"/>		
Street, No:	<input type="text"/>		
Town, county:	<input type="text"/>		
Country:	<input type="text"/>		
E-mail:	<input type="text"/>		
Telephone, fax:	<input type="text"/>		

The repair is to be carried out without prior receipt of a quotation, provided that the cost does not exceed the following amount:  
(Plus postage and packaging. Please follow our service terms and conditions. listed at the end of this form.)  €

Please send me a quotation for a new exchange product under special conditions (the "old" device remains at Graupner) e.g. order no.:

### Preferred method of payment

- C.O.D. (only possible within Germany)
- Pre-payment
- Cash (only possible upon collection of goods)
- As registered in the customer base (only possible for retailers)
- Warranty (only within warranty period)

I have read the service conditions and agree to abide by them  
(please be sure to sign and tick this box, otherwise it will not be possible to carry out the repair - date, signature)

Date, signature  
 .....

### Description of fault

Order No.	Name of article
Description of fault / notes (as accurate as possible)	

### Service conditions (prices apply to repairs, not to guarantee work)

It is our goal to service. Therefore, we are constantly optimising our service with the intention of providing the best possible customer satisfaction. Repair costs are calculated according to the principle and system of conditions outlined below; they are designed to minimise the processing time for your repair, and at the same time to provide a transparent basis for the calculated cost. Please use our Service Form, and enclose the completed form together with proof of purchase with your shipment. This will enable us to process your repair straightforwardly and without delay. Inspection and diagnostics will be charged with a minimum of 20,00 Euro per item.

Preparation of a quotation: € 20.00 per item  
(This amount will only be invoiced when the estimate of costs is refused)

Working hours: according to time and effort, at least the amount of € 24.90 will be invoiced per item.

Materials: individual, according to the usual conditions  
 Packaging and carriage: individual, according to the usual conditions

**Alternatively we offer you a new exchange product under special conditions, if you decline a repair of your product for economic or personal reasons. Before placing an order, please take into consideration that it is not reasonable to do a repair for items, when the RSP is below EUR 50.00. The service conditions apply per item**

### Carriage / conditions of payment

We are unable to accept shipments sent with inadequate pre-paid postage. Returned shipments are sent insured by DHL or GLS. If the invoice is to be sent to an end-user, the customer can select from various methods of payment (please tick preferred method of payment above).

- C.O.D.** (the invoice amount is collected by the courier in accordance with the usual conditions)
- Pre-payment** (the invoice amount is settled before dispatch; this avoids relatively high C.O.D. fees charged by the courier. In case of pre payment, you will get an estimate of cost anyway. Choosing prepayment, a cost estimate will be supplied for a fee of 20 Euro per item. This only when the estimate of cost is rejected).
- Cash payment** (upon collection of goods)