

Request of Service

(one slip per item)



Sender Information:

Company:	
Name:	
Phone / E-Mail:	
Customer number / Address	
Customer received a replacement-lamp already?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Date purchased:	
Supplier:	

Type of Complaint

- Technical Complaint Commercial Complaint Wrong delivery

Article:

Article number	Label Model	Serial number

Description of failure:

When does the error occur?

- constantly occasionally defect during commissioning
 after ___hours of operation after ___months of operation

Type of remedy?

- Repair/Replacement
 Credit

Chargeable repair is accepted?

- Yes No Cost Estimate

Place: _____

Date: _____

Signature: _____

Will be filled in by SANlight GmbH

Date Received _____

Packing OK? Yes No _____

SANlight RMA-Nummer _____

Notes:

- Paid Guarantee Goodwill Exchange Repair

Request for Service



Application Notes:

1. General Conditions

Fill in the service-slip completely and truthfully. A detailed error description helps to quickly analyze and correct the problem.

2. Packaging

The goods must be returned in suitable packaging. In the event of missing original or improper packaging, the warranty claim is at risk. The resulting damage in transit will void the warranty.

3. Shipping

A copy of the „Request for Service“-Note must be attached to the faulty goods. Faulty goods must be sent to:

SANlight GmbH
Montafoner Straße 14
6780 Schruns
Austria

4. Shipping Cost

The customer is responsible for the shipping costs to SANlight. In the event of a warranty or goodwill claim, SANlight will pay the shipping costs of the goods back to the customer and issue a credit note in the amount of the shipping costs incurred. For chargeable repairs, the general shipping conditions apply.

5. Unauthorized Complaints

In case of unjustified complaints (no error), 40,-- Euro will be charged per item.