

Promed GmbH Kosmetische Erzeugnisse · Lindenweg 11 · D-82490 Farchant

Promed GmbH – Retouren
Bischofstr. 1
82490 Farchant

Repair Service Order

(Please be sure to send this in with the defective device / handpiece)

Customer data:

Customer no.: _____ Name: _____
Street: _____ City: _____
Phone: _____ Fax: _____
Email: _____
PayPal email: _____

☐ I agree that the quote and invoice may be sent electronically to this email address!
☐ I agree that a request for payment may be sent.

Device data:

Device type: _____ Serial number: _____

Submission of:

☐ Station ☐ Handpiece ☐ Accessory _____

Dear customer,

We would like to offer you a fast and affordable repair / maintenance service. To do this, we need your cooperation. Please fill out this form completely and send it to us along with your device / handpiece for repair / maintenance. In order for us to determine whether the repair is covered by the guarantee or warranty period, please enclose proof of purchase (original or copy of the receipt).

We would like to point out that wearing parts (e.g. moving parts such as motors, ball bearings etc.) are generally excluded from the warranty.

Please note that fee-based repairs / maintenance are only sent if payment is made in advance.

In order to make it easier for you to specify the problem which has occurred, we have listed a selection of possible errors. Based on experience, it is advantageous to us if you always send us the station and the handpiece, as we may then be able to find and rectify any hidden damage.

 **Please only send devices which have been thoroughly cleaned and disinfected and, in the case of devices with extraction, please remove the filter bag, or water, in the case of spray devices.**

If the devices arrive in an excessively dirty, contaminated condition and we have to clean and disinfect them ourselves at additional costs to us, we will be obliged to charge you a net fee of 19 euros to cover this expense.

It is in your interest to package the device securely for shipping!

Thank you for your cooperation!

Please turn over

Promed GmbH

Kosmetische Erzeugnisse

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Geschäftsführer:

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HRB 135838

Amtsgericht München

Sitz der Gesellschaft

D-82490 Farchant

Bankverbindung:

Sparkasse Oberland

BLZ 703 510 30 · Konto-Nr. 1000 52 88

IBAN-Code: DE 55 7035 1030 0010 0052 88

Swift/BIC-Code: BYLADEM1WHM

Important information!

☐ Problem occurs immediately ☐ Problem only occurs after _____ minutes

Problem with handpieces (dry and wet technique):

- ☐ Bits do not hold
- ☐ The bit in the handpiece isn't turning but the motor is running
- ☐ Bits can no longer be inserted far enough into the handpieces
- ☐ Bits can only be inserted into the handpiece with a great deal of effort, or cannot be inserted at all
- ☐ The clamping can no longer be turned
- ☐ Unfamiliar noises in the handpiece
- ☐ Vibration in the handpiece (the handpiece is not running smoothly)
- ☐ The handpiece becomes hot
- ☐ The handpiece stops sometimes / the handpiece has a loose connection
- ☐ The handpiece can no longer be switched on
- ☐ The handpiece suction hose is defective
- ☐ The handpiece is not spraying correctly / no longer spraying at all
- ☐ A high beeping sound / noise can be heard from inside the handpiece
- ☐ Housing defective

☐ _____

Problem with the station (dry and wet technique):

- ☐ The speed cannot be regulated
- ☐ Display defective
- ☐ Does not switch on
- ☐ There is a burning smell / the station becomes hot
- ☐ The station (suction motor) is too loud / the noise fluctuates or changes
- ☐ Extraction performance insufficient / fluctuates
- ☐ The extraction is not working at all
- ☐ Housing defective
- ☐ The station is not spraying / not spraying correctly

☐ The display is showing Error:  service due!

☐ _____

We will inspect your device / handpiece for the faults stated in the order. If we find other faults, please let us know whether these should be repaired.

Additional faults should be rectified: ☐ Yes ☐ No

Please prepare a quote beforehand:

☐ € 0.- ☐ € 60.- ☐ € 80.- ☐ € 100.- ☐ € 120.-

(Flat-rate cost € 19.-, is paid when the order is placed).

I agree to a repair up to a net total cost of ☐ € 80.- ☐ € 100.- ☐ € 120.- ☐ € 150.-

and I am aware that the repair invoice will then be sent to me via post or email without prior announcement. By way of the above consent, I will receive the invoice via email and transfer the invoice amount as an advance payment (the overall costs are calculated from the service flat-rate of € 39.- plus any material costs + statutory rate of VAT + shipping).

Place, date

Signature