

Essential information is marked with an asterisk (*)

*IPG Automotive order no. (7-digit) or purchase order no.

Ticket no. (filled by IPG Automotive)

Client data / shipping address

*Company/Dept.

*Name

*Street, No.

*ZIP Code, City

*Country

*Telephone No.

*Email address

Client data / billing address

*Company/Dept.

*Name

*Street, No.

*ZIP Code, City

*Country

*Telephone No.

*Email address

Product information

*Component:

* Serial no.:

*Quantity:

*Delivery note no. (if available):

*Description of the defect:

I commission the service as follows:

Please send me an estimate ¹

I request a repair under warranty

I have a hardware maintenance agreement; the order number is _____

Repair with costs (without a previous estimate)

Repair with costs up to a limit of _____ € (VAT and shipping not included)

If the repair costs exceed the set limit, I request:

An estimate ¹

Return of the unrepaired item

Environmentally sound disposal of the item

¹ Estimates are subject to costs of a flat fee exclusive of VAT and possible shipping costs. The fee does not apply if the repair order is subsequently placed. Please contact the respective service department for the amount of the flat fee. If the service department is commissioned with a repair under warranty but finds that warranty does not apply upon inspection, the order is considered a request for an estimate.

Additional information / comments:**Defect on arrival:**

The package was already damaged when it arrived ²

² Please attach appropriate supporting documents (photos, documents of the shipping company with notes on the damage, etc.)

Transport / packaging of the goods:

Please ensure that the item is sufficiently protected and packaged to avoid damage during transport. We reserve the right to exclude any warranty claims (provided the item is subject to warranty) in case of damage due to insufficient packaging.

Our delivery address for the affected components is

IPG Automotive GmbH
Hardware Support
Bahnhofplatz 12
76137 Karlsruhe
GERMANY

Place, date**Signature**

Thank you for taking the time to fill out this form. Please file a copy for your records.