



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

Graupner Service Center Deutschland UG  
Süd -Nord -Str. 63  
D - 26907 Walchum

Customer number:	<input type="text"/>
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"/>

Tel.: +49 (0)5939-9599190  
E-Mail: [service@graupner-service.de](mailto:service@graupner-service.de)  
Fax: +49 (0)5939-9599191  
Web: [www.graupner-service.de](http://www.graupner-service.de)

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**

- Pre-payment
- PayPal ([service\(at\)graupner-service.de](mailto:service(at)graupner-service.de))

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
<input type="text"/>	<input type="text"/>
Description of fault / notes (as accurate as possible)	
<input type="text"/>	

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.

Workung 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 .

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).