

CLAIM – RETURN CONSIGNMENT



IMPORTANT NOTICE: Since problems can often be solved quick and simple through direct communication, we recommend to contact us **before sending anything back to us**. Thank you!

YOUR CUSTOMER INFORMATION

Customer ID:

First-/Last Name:

Telephone number:

E-Mail:

**Ship to: dercomputerladen SYSTEMHAUS GmbH,
Leipziger Straße 9, 04758 Oschatz
+49 (0) 3435 988 382 8**

ITEM INFORMATION

Invoice number:

Serial number:
(single components only)

Windows password:

SENT ACCESSORIES

REASON FOR RETURN

- Damage during transport *(please take pictures)*
- Received wrong article
- Revocation *(avoidance of a sale)*
- Item is faulty

- System not starting
- Error messages
- No image
- Crashing

DETAILED DESCRIPTION OF THE FAULT

Please try to describe the problem as accurately as possible.

NOTICE

1. Please ensure that you have a **backup** of your files **on a external drive** before you send the machine back. dercomputerladen SYSTEMHAUS GmbH cannot be held responsible for any potential loss of data.
2. Send your machine in the **original packaging** to us if possible or ensure it is **packaged safely**.*
3. In the event of unjustified complaints, we reserve the right to charge a processing fee of €39 incl. VAT plus shipping costs.

*Damage that is demonstrably caused by inadequate packaging will only be dealt with after a quotation and corresponding approval. Liability is excluded in this case.

Please fill in the advice note completely and send it with the item you are returning!

Place, date

Signature