

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:
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 No image
 Error messages 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 an 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**.*

*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