

Reshipment Note

English

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Please fill in that note in block letters or at your PC and send it back with every reshipment. Please send one note for each reshipped device. A prompt handling is not possible without correct filled in note.

Datafox can't guarantee, that all settings and data on the devices can be retained.

Datafox GmbH

Service

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Product name:	
Serial number:	
Encloses accessories:	
Agreement with Datafox-staff:	

Name

Sender

Company name

Street, No.

ZIP, city, country

Contact person

Email:

Telephone:

Deviant delivery address for reshipment

Company name

Contact person

Street, No.

ZIP, city, country

Your Datafox customer ID:

Please add Datafox partner,
if the devices were not
ordered directly at Datafox.

Your transaction key:

Reason for return

☐	Complaint ¹⁾	☐	Repair ¹⁾	☐	Hardware-Upgrade ¹⁾	☐	Scrapping ¹⁾		
Please describe the problem as detailed as possible for complaint or repair to speed up the processing time.									
		Desired FW-Version: Not specified => latest							
Contact person at the end customer for probably necessary call backs:		Company, contact person, telephone, Email							
When did the problem occur the first time?									
Does the problem occur sporadically? ¹⁾		☐	No	☐	Yes	If yes, how often?			
How can the problem be reproduced?									
Which peripherals are connected? E.g. communication channel, access reader, door opener, external signals, IOs, kind of RFID, accessories, ...									
Power supply: ¹⁾ Please also reship power supplies and batteries.		☐	Dataf. Power supply	☐	Ext. Power sup.	☐	PoE	☐	Battery

¹⁾ Tick if appropriate.

We / I mandate the service with the repair as follows:

☐ Repair up to max. _____ € without additional release.

At higher costs I ask for:

☐ Estimate of cost

☐ Environmentally compatible disposal of the product

☐ Reshipment of the not repaired product

☐ Estimate of costs

☐ I wish the device to be repaired on warranty.

I'm informed that each reshipped device – other than excepted warranty cases – will be charged for checking and handling with 25 €.

Shipping and handling as well as value-added tax are additional to all other costs.

Always reship devices ready for operation, e.g. together with RFID-tags, SIM-Cards, ... / remove or communicate passwords, ...

Transport / packaging

We recommend to use our original packaging. Datafox cannot be held responsible for any damage caused by inadequate packaging.

Please deliver with costs a new original packaging.

Name in block letters

Date, signature