

REPAIR FORM

OWNER INFO

Name			
Address			
Phone			
E-mail			
Copy of invoice enclosed	YES / NO	Warranty	YES / NO

DEVICE LIST & SERIAL NUMBERS

		S/N	
1		S/N	
2		S/N	
3		S/N	
4		S/N	
5		S/N	
6		S/N	

DESCRIPTION OF ERROR

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SERVICE CONDITIONS AND NOTES - IMPORTANT

1. After we receive the device for repair, you will receive an e-mail with the repair order number. The date of the shipment arrival and the date the work order was generated can be different.
2. Preliminary diagnostics costs 20€ (VAT included) for diagnostics out of warranty period or when warranty is void. Diagnostics will not be charged if the customer accepts a service quotation. Extended diagnostics costs 40€ and will be done only with customer confirmation beforehand.
3. To claim a warranty, the customer must enclose a copy of the invoice. Warranty cannot be claimed if an error is caused by mechanical damage (dropped, hit, etc...), if the damage was caused by liquid, fog, or steam or with foreign objects (sand, dust, etc...), improper handling or usage of the device (inserting the SD card wrong way, forcing the wrong cable type inside the port, etc...), damage by a power surge or "Force majeure" (fires, floods, etc...)
4. AVITEH Audio Video Tehnologije d.o.o. is not responsible for devices that are not picked up within 30 days after the repair was finished. After 30 days storage will be charged amounting to 2€ per day (VAT included). An item that is not claimed for 60 days becomes property of AVITEH Audio Video Tehnologije d.o.o.
5. The warranty for built-in parts is 3 months, and complaints can be placed for 30 days after the repair is finished.
6. Software errors (Software on PC, mobile apps, etc..) are not subject to warranty conditions and cannot be the basis for repairing or replacing the device.
7. Data stored on the memory mediums and data recovery is the responsibility of the customer before sending the device for repair.
8. Devices must be safely packaged before shipping, preferably in the original package. Damage during transport is the responsibility of the customer.

Date:	Signature:
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For repair status inquire send an email with your name and the repair order number to email servis@avitech.hr