

CONTACT DATA

Your reference number / number plate

Date

Customer number

Street, street number

Company

ZIP code

City

Contact person for further inquiries

Country

Email address

Phone Number

1. WHICH ITEM DO YOU WANT TO SEND BACK?

Article description / device

Serial numbers

Article number/Reference number/shipping order

3. DESIRED SOLUTIONS

PLEASE CALL ME BACK

CREDIT NOTE/REPLACEMENT DELIVERY

WARRANTY / RECLAMATION

REPAIR

MAINTENANCE

Cost estimate* requested?

Yes No (Repair immediately)

Budget for repair

*iPEK charges a minimum fee of 60 EUR for the cost estimate, in case of increased effort we charge up to 160 EUR. The fee will be charged with the placement of an order.

Rental device requested?

Yes No

Delivery or pick up after repair?

Delivery Pick up

2. THE ITEM IS A/AN...

NEW ITEM

INDIVIDUAL COMPONENTS

USED PART

SYSTEM

RENTAL DEVICE FOR RETURN

4. EXACT DEFECT DESCRIPTION

Please explain the defect

When does the defect occur?

Cold condition	Rarely
Warm condition	Frequently
	Steadily

After an elapsed
time of (min.)

I wait with the return shipment until I have received the return form (PDF) approved by iPEK via email. Please note that for hygienic reasons we can only accept appropriately cleaned and disinfected parts for repair. Devices which were not appropriately cleaned can be rejected and sent back by us. Thank you for your understanding.