

CONTACT DATA

Customer number

Company

Contact person for further inquiries

Email address

Your reference number / number plate

Date

Street, street number

ZIP code City

Country

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 80 EUR for the cost estimate, in case of increased effort we charge up to 190 EUR. The fee will be charged with the placement of an order.

2. THE ITEM IS A/AN...

NEW ITEM

INDIVIDUAL COMPONENTS

USED PART

SYSTEM

RENTAL DEVICE FOR RETURN

Rental device requested?

Yes No

Delivery or pick up after repair?

Delivery Pick up

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.