

Date sent	Date received	RMA number

Customer	
First and last name	
Company name	
Address	
Telephone number	
E-mail	

Product details	
Model	
Serial number	

Failure description

Additional equipment		
AC adapter	yes <input type="checkbox"/>	no <input type="checkbox"/>
LAN cable	yes <input type="checkbox"/>	no <input type="checkbox"/>
Other		

Inform me about repair costs	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
Top cost limit	
Send estimate cost e-mail address	

Service diagnostics and recommendations

(filled by service team)

Invoice data

First and last name	
Company name	
Address	
Telephone number	
VAT	

I authorize the service team to attempt lost data recovery Yes No Not applicable

I have been informed that lost data may not be recovered. Moreover, during the service process some data can be lost, so it's my responsibility to copy all settings and data from my Home Center 2 by creating backup files regularly.

Lack of required documentation needed to verify the warranty process, or fault description can increase service duration, or be a reason for returning the item(s) without any action performed. Costs of return shall be borne by the customer.

.....
Customer signature

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Service member signature