

service number:  
Date:

Date of Arrival at ACHSTRON:

to be filled in from customer	
name of company	
customer no	
street & no	
Zip code, city, country	
phone number	
Email	
person in charge	
invoice number	
your request no	

item code	serial no	article description	error description

#### Service process:

Step 1) Fill out the service form completely (please detailed description of the error).

Step 2) Please send us filled form with e-mail to [ran@achstron.de](mailto:ran@achstron.de) or fax machine +49 741 174 29-90

Step 3) Afterward you will receive the service number. Please provide this number in all correspondence with us and note the service number on the consignment.

Repairs of parts or systems without warranty will be charged. You will receive a repair offer. Therefor we will charge an amount of **EUR 120,0** (plus VAT). This amount will be discharged if we receive an order from you to repair the parts or systems. All working hours and materials during a repair will be charged.

If the inspection or repair has to be made at the manufacturer, then additional costs about EUR 150,0 (plus VAT) from **customs and taxes** will be charged. This happens if the manufacturer is located outside of the European Community.

Most of the repairs are finished within 4 weeks. Case by case and depending on the complexity it could take longer. **Express times** are related with extra costs. Please ask us directly if this is of interest.

If the parts or systems are not repairable, then we will charge EUR 40,0 (plus VAT) for **disposal**.