

Return of defective goods

Ensure that the goods are properly packaged for transport. If available, use the original packaging for the return shipment. We accept no liability for transport damage. The EbV general terms and conditions apply to complaints. The goods must be sent to us carriage paid.

Return address: **EbV Elektronikbau- und Vertriebs- GmbH**
Repair Department Plant II
Carl-Benz-Str. 40
D - 57299 Burbach

| | | |
|---|-------------------|---|
| Sender | name/company: | |
| | Street: | |
| | Postcode, city: | |
| | Telephone number: | |
| Article description | | |
| Item number | | |
| Serial number | | |
| Save settings | | <input type="checkbox"/> yes and restore <input type="checkbox"/> not necessary |
| <p>Fault description: Please avoid describing the fault as "As discussed with Mr/Mrs by telephone" or simply "Defect", as this may lead to unnecessary queries and prolong the repair time.</p> | | |

If we discover that the appliance has been tampered with, we will refuse to repair it!

In the case of appliances that are more than 10 years old, we will check the cost-effectiveness of a repair and reserve the right to reject it.

Cost estimate for out-of-warranty devices

Repairs are charged on a flat-rate basis. The prices listed below are applied:

| Repair flat rates | Amount: |
|--|-------------------|
| ▪ Device fault exists, device can be repaired | 100,00 €* |
| ▪ Inspection, no fault detectable (device in order): | 45,00 €* |
| ▪ Repair rejected: (e.g. fire damage, water damage, external intervention, uneconomical) | 25,00 €* |
| ▪ Additional costs for defective timer BETA or DELTA | 45,00 €* |
| ▪ For the heatapp! wireless components (drive sense, repeater) we do we do not offer repairs. | |

**All prices are exclusive of postage and VAT.*

Please sign this cost estimate and return it with the goods.

The device will only be returned after receipt of payment. We require your e-mail address for the prepayment invoice.

E-mail address:

Place, date: _____

Signature: _____