

# REPAIR RECEIPT

Please also note the information on the back!  
Always return the goods in their original packaging and pack them carefully!

Please specify the address to which we will return the device after successful repair:

an:

**kiebel.de**

-Reklamation-  
Albert-Einstein-Str. 2b

77656 Offenburg  
Deutschland

(if nec.) Company

Name

Address

Post code/Zip

Telephone

Mobile

E-Mail

Please attach the completed repair note to your return shipment! Without this appearance, the processing of your order will delay considerably. It is essential to pack PC systems in two boxes and pad well!

## Error description

- No function
- System crashes / freezes
- Operating system cannot be installed

## When does the error occur

- Immediately after switching on
- After ..... min
- Other: \_\_\_\_\_

## Installed operating system

- Windows 10 Home
- Windows 10 Pro

## Detailed error description

(If this space is not sufficient, please enclose a separate sheet of paper as an attachment.)

## Passwords

(please specify ALL)

BIOS Password:

Windows Password:

## Data backup

### Important: Secure your data before shipping!

The repair may result in a Windows reinstallation with full data loss. If you do not wish to back up your data yourself, we can offer you this for a flat fee. The data backup includes only the backup of files, such as images, movies and documents (e.g. Word/Excel). A backup of installed programs is not possible. Data backups of e-mail programs (e.g. Outlook), accounting software or other individual business software are possible with prior agreement and may incur additional costs. Prerequisite for the data backup is a functional and possible data access to the hard disk.

- Yes (59 €)
- No (Data can be deleted)



**SEND: [service@kiebel.de](mailto:service@kiebel.de)**

# Dear Customer,

The return of the goods must always be done by franked package.  
Packages that are not prepaid will not be accepted! Include the return form on ALL returns!!

Before submitting an item, please contact us by phone or e-mail first. Most problems can be solved quickly and easily. In many cases we can also help you via remote maintenance.

In case of a complaint, please fill in the error description on the front page, the serial number and the year of construction as well as the field for your passwords.

Items with on-site service (e.g. TFT monitors or printers) can of course be claimed directly to the manufacturer. You can find a list of the manufacturers' contact addresses at:

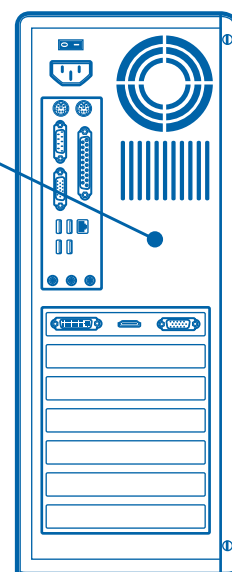
[www.kiebel.de](http://www.kiebel.de).

 **Repairs are to be carried out exclusively by us, repair costs of external companies are not taken over.**

 **Improper modification of the hardware invalidates the warranty.**

## Get your Serial Number!

The serial number can be found on the back of the case .



## Important note for quick assistance

Please quote your serial number when calling or writing to us.  
With this number we can give you the exact support directly to your order in case of inquiries or problems.

## Contact

**Tel.** +49 1805 993 666\*

\*(14 Cent/Min. dt. Festnetz, max. 42 Cent/Min. Mobil)

**E-Mail** [service@kiebel.de](mailto:service@kiebel.de)

**Monday to Friday** 09:00-13:00 and 14:00-18:00

Answers to the most common questions and the complete cancellation policy can be found on:

[www.kiebel.de/widerrufsbelehrung](http://www.kiebel.de/widerrufsbelehrung)

