

REPAIR RECEIPT



Please pay attention to the instructions on the back! Always return the goods in a sturdy packaging and ensure careful cushioning! We do not accept liability for damages caused by inadequate packaging.

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

an:

kiebel.de

-Retoure-
Albert-Einstein-Str. 2 b

77656 Offenburg
Deutschland

(if nec.) Company

Name

Address

Post code/Zip

Telephone

E-Mail

Please include the completed repair receipt with your return! Without this receipt, the processing may be delayed. When returning PC systems, be sure to double-package them (chassis box + additional outer box) and provide adequate padding. The chassis box alone is not sufficient for today's shipping methods.

Error description

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

When does the error occur

- ☐ Immediately after switching on
- ☐ After min
- ☐ Other: _____

Detailed error description

Password

Your Windows-Password or PIN:

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 € VAT included) ☐ No (Data can be deleted)



You are welcome to complete this form and send it to us in advance by E-Mail.

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 be sure to fill out the error description on the front as well as the field for your password.

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.



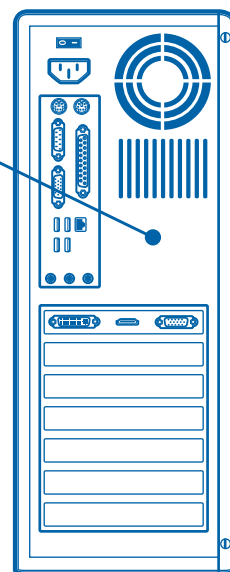
Repairs are to be carried out exclusively by us, repair costs of external companies are not taken over.



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

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

