

RAN .....



## RETURN FORM

<b>Name</b>	
<b>Adress &amp; phone number</b>	
<b>Returned item(s) with their Serial Numbers (if applicable)</b>	
<b>Date of purchase</b>	
<b>Distributor / vendor</b>	
<b>Description of the problem</b> (if necessary please use the other side of the form)	

Make sure you obtained a Return Authorisation Number (RAN) prior to sending anything back. Write the RAN on the form. Any return sent without the RAN will not be attended to until the RAN is provided. To obtain RAN, open a ticket at <https://help.eccr.pl> - ticket number is your RAN.

If you are sending a few items for service, please obtain RANs for each of them.

If you think your claim is a warranty-covered one, make sure you provide all the necessary documents: copy of the proof of purchase, signed warranty and Return Form together with the returned item(s). Any return sent without all the three documents will not be attended to until they are all provided or will be treated as a non-warranty claim.

Service point will not do any work nor ship anything back until the service charge is settled.

Returned items need to be as originally purchased, with genuine parts and accessories. All additional accessories (snap bolts, clips etc) need to be removed prior to sending them to the service. Service point does not take responsibility for the accessories.

Time of the service depends on various factors. We aim to provide the service within the time given in warranty.

1. I understand that there will be a service charge payable should the returned item(s) be found not faulty. I agree to pay the charge in full.
2. I understand that there will be a charge payable should the fault in the returned item(s) be not covered by the warranty. I agree to pay the charge in full.
3. I agree to pay the shipping cost back in case point 1 or 2 is true.

.....  
Date and signature