



DURANMATIC REPAIR REQUEST FORM

You receive this form when you want to send a product for repair that has been bought with Duranmatic or one of our distributors. Please complete the form and send it per email to RMA@duranmatic.nl. You will receive our Service Order per email within one working day. Please print out the Service Order and include it with the package of the unit to be repaired and send it to the following address:

**Duranmatic B.V.
Att. Service Department
Robijn 800
3316 KE Dordrecht.**

To be able to repair your product in the most efficient and professional way it is necessary you provide us with all the relevant information. Without this information we can not accept your product for repair.

| | | |
|------------------------|----------|--|
| Service Order* | : | |
| Company name* | : | |
| | | Company adress |
| Street* | : | |
| Postal code & Town* | : | |
| | | Invoicing address |
| Street* | : | |
| Postal code & Town* | : | |
| Invoicing Mail address | | |
| | | Other Delivery adress (optional) |
| Street* | | |
| Postal code & Town* | | |
| | | Other Invoicing adress (optional) |
| Street* | | |
| Postal code & Town* | | |
| Contactperson* | : | |
| E-mail* | : | |
| Phone | : | |
| Your reference* | : | |
| Quotation needed?* | | |
| Other info | | |

Company details when you did not buy the product at Duranmatic:

| | | |
|--------------------|---|--|
| Bedrijfsnaam | : | |
| Street | : | |
| Postal code & Town | : | |
| Contactperson | : | |

Product data:

Duranmatic B.V.
Robijn 800
3316 KE Dordrecht

T : +31(0)78 653 1864
F : +31(0)78 613 1133

K.v.K.: 23052567
W: www.duranmatic.nl
E : support@duranmatic.nl



Brand* :
Type* :
Serial number* :
Date of purchase* :

Complaint description*:

Product data:

Brand* :
Type* :
Serial number* :
Date of purchase* :

Complaint description*:

Product data:

Brand* :
Type* :
Serial number* :
Date of purchase* :

Complaint description*:

Please give a good and detailed description of the defect:

- “Does not work” or “defect” is not a clear error description.
- Error messages, running hours and connection details are important data for a proper analysis
- When did the problem occur, under which circumstances?
- Is the fault constant or sometimes , when and how often does this occur?
- It is also helpful to include drawings, picture, video etc. to explain the problem.