

# Repair/service form

Dear valued customer,

please send your device to the following address:

**Cassens & Plath GmbH**  
**Am Lunedeich 131 (Kompasshaus)**  
**27572 Bremerhaven, Germany**

## How you proceed:

- *Ensure that the packaging is suitable for the intended transport*
- *Enclose the filled repair form to the package.*
- *Recommendation: Take photos of the condition of the device and packaging before dispatch.*

## How we proceed:

- We confirm receipt of the device
- After initial verification we will send you a repair estimate for the repair/service
- The repair will commence as soon as you have confirmed the repair estimate.
- We will inform you as soon as the repair has been carried out and the device is ready for dispatch.

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Name, (Company):

VAT No.:

Street, No.:

ZIP-Code, City, Country:

Phone/Mobile No.:

Email:

Device/Serial No.:

Damage/Error:

Our Document No. if available:

Pick-up

Dispatch

Repair attempts\*:  Yes  No

\* we strongly advise not to carry out any repair attempts

Do you need the unit back at a certain date?  No  Yes

Date