CLAIM – RETURN CONSIGNMENT

IMPORTANT NOTICE: Since problems can often be solved quick and simple through direct communication, we recommend to contact us before sending anything back to us. Thank you!

YOUR CUSTOMER INFORMATION

Customer ID:	
First-/Last Name:	
Telephone number:	
E-Mail:	

An: dercomputerladen
Tharandter Straße 67, 01187 Dresden
+49 (0) 351 - 438 788 34

ITEM INFORMATION

Invoice number:	
Serial number: (single components only)	
Windows password:	

SENT ACCESSORIES

REASON FOR RETURN

- ☐ Damage during transport *(please take pictures)*
- ☐ Received wrong article
- ☐ Revocation *(avoidance of a sale)*
- ☐ Item is faulty

- ☐ System not starting
- ☐ Error messages
- ☐ No image
- ☐ Crashing

DETAILED DESCRIPTION OF THE FAULT

Please try to describe the problem as accurately as possible.

NOTICE

1. Please ensure that you have a **backup** of your files **on a external drive** before you send the machine Back. „dercomputerladen“ cannot be held responseive for any potential loss of data.

2. Send your machine in the **original packaging** to us if possible or ensure it is **packaged safely**.*

3. In the event of unjustified complaints, we reserve the right to charge a processing fee of €39 incl. VAT plus shipping costs.

*Damage that is demonstrably caused by inadequate packaging will only be dealt with after a quotation and corresponding approval. Liability is excluded in this case.

Please fill in the advice note completely and send it with the item you are returning!

Place, date	**Signature**