

# Repair request



Dear customer,

we apologise for the fact that you have found a defect in one of our products. Be sure, we will do our best to repair your device as soon as possible after the receipt.

Please complete this form and send it to the following e-mail address:  
[service@kroll.de](mailto:service@kroll.de) **before dispatching the goods.**

**Please notify in case the form is not fully completed we have to refuse the goods sent for repair.**

To uarantee smooth processing, it is **imperative** that the **data listed below is provided in full**. For further details, please refer to our General Terms and Conditions on our website [www.kroll.de](http://www.kroll.de).

About customer		About device	
Company name		Invoice number	
Customer number		Product name	
Contact person		Serial number	
Phone		Article number	
E-Mail address		Order number (KA)	
Return address			

Description of the error

To save time and effort of a cost estimate, you can give us a limit for the repair costs. If the repair costs are below the limit you set, we will carry it out immediately. If it is higher, we will first provide you with a **cost estimate**. If we **do not find any defects** after inspecting the device sent in, the flat rate amount of € **150,00** will be charged for inspecting the device and the preparing the cost estimate.

Repair costs limit

€

Date, Signature

Company stamp

## Kroll Energy GmbH

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