

# Repair order

Dear customer,

We are sorry that you have found a fault on one of our products. We will try everything to repair your appliance as soon as possible after it has arrived at our premises.

Please send this **form** – before you send us back the goods – filled out to the following e-mail address: [service@kroll.de](mailto:service@kroll.de) or send it via fax to 0049 7144 830 113. Please put a **copy** to the goods you are resending.

Please note that we can only accept goods sent back to us if we have received this repair order beforehand – otherwise, we will have to refuse acceptance of the delivery.

If it is a **warranty case**, we absolutely need the Kroll Energy **invoice number** to be indicated on the form. Please see the details in our general terms and conditions and the conditions of warranty on our homepage [www.kroll.de](http://www.kroll.de).

Customer data		Appliance data	
Customer number		Kroll invoice number	
Customer name		Type of heater	
Contact person		Serial number	
Phone		Part number	
E-Mail			

Description of the problem

You can indicate a limit for the repair costs in order to save the charge for a cost estimate. If the actual repair costs are below this limit, we will do the repair immediately. If they are higher than your limit, we will send you a cost estimate.

Repair costs max.
€

\_\_\_\_\_  
Date, Signature

\_\_\_\_\_  
Company's stamp