

SERVICE AND REPAIRS - ORDER FORM



Please fill in this order form and enclose it with your shipment of goods that you are sending for service and/or repair.

CONTACT DETAILS

Company or Individuals Name

VAT Number (for EU customers)

Shipping Address

Invoice Address (if different from shipping address)

Telephone: (including country code)

Fax: (confirmation will be sent by fax to this number)

Name of Contact Person:

E-Mail Address of Contact Person:

PRODUCT DETAILS

Serial Number of Product

Please describe the problem in brief

Serial Number of Product

Please describe the problem in brief

Serial Number of Product

Please describe the problem in brief

COMMENTS (if you have any further information or comments about this repair please fill in the box below)

SPECIAL OPTIONS (Cross or check the box below and sign this order form if you want the following:

- Yes, I request and give my consent for Labino to change all consumables (light-source, filter and reflector) so that the unit gives UV irradiance according to Labino's standards for floodlight, midlight and spotlight.

First and Last Name (please print clearly)

Your Signature

OUR POLICY REGARDING SERVICE/REPAIRS

1. Labino will send a fax confirming that we have received your shipment to the fax number you provide on this form.
2. If the estimated cost of servicing or repairing your Labino product does not exceed our standard fees Labino will repair/service your product without contacting you further.
3. If the estimated cost of servicing or repairing your Labino product exceeds our standard fees Labino will contact you for approval before proceeding with the repair/service. Labino will only keep products sent for repair/service in storage for a maximum time period of six (6) months. If we have not heard anything from the customer within six months the goods will be destroyed and disposed of.
4. Labino does not replace consumables such as light-sources, filters or reflectors unless specifically instructed to do so.
5. A copy of your purchase invoice which serves to prove the date-of-purchase is required for all repairs/service performed on goods under warranty.

CONTACT LABINO

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Technical Support: technicalsupport@labino.com
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SHIPPING ADDRESS

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