

E-Mail: repairs@stecasolar.com Fax Nr. +49 (0) 8331 8558-132

Reference number: _____
No. will be entered by Steca

Dear customer,

We greatly regret that despite our meticulous development and manufacturing processes a problem has arisen with our product. We are pleased to offer you a replacement service so your problem can be quickly and safely rectified.

To this end, we require certain information from you. Please send the completed form by e-mail or fax to Steca Elektronik GmbH and also include it with the defective device after the replacement has been made.

The replacement devices up to a weight of 30 kg will be shipped by parcel service (UPS). The replacement device is accompanied by a UPS return label, with which you can return the defective device to Steca Elektronik GmbH free-of-charge.

Pack the defective device into the box of the replacement device and arrange delivery times/dates with UPS at tel. 01805 882663 (in Germany, is possibly in other countries to choose another number; check with UPS).

For heavier equipment (>30 kg), the replacement device is shipped with freight forwarding. Please set the defective device properly packaged on a pallet ready and arrange with Steca the pickup at tel. +49 (0) 8331 8558-751 or at repairs@stecasolar.com.

This exchange service is available within the EU countries. Steca reserves to do the replacement service by a regional service partner in each country. In countries outside the EU please ask separately.

With the replacement device you will get an invoice for the replacement unit (payment 4 weeks).

If Steca receives the defective device within 4 weeks and the device is in warranty, Steca will give a credit note. Otherwise if Steca no device gets back, the bill must be settled immediately.

1. Address data (customer)

Dane adresowe (klienta)

Company _____
(Nazwa Firmy)

Surname /
First name _____
(Nazwisko/Imię)

Street / No _____
(Ulica/Numer)

Postcode /
Place _____
(Kod pocztowy /miejsowość)

Customer
number _____

(Numer klienta)
Tax
identification
code _____

(Numer NIP)

Telephone
(Telefon) _____

E-mail _____

2. Delivery address (collection address) Adres dostawy (miejsce odbioru produktu)

Please give the delivery and/or collection address if this is different from that of the customer.

Company _____
(Nazwa Firmy)

Surname _____
(Nazwisko)

Street / No _____
(Ulica/Numer)

Postcode /
Place _____
(Kod pocztowy /miejsowość)

First name _____
(Imię)

Telephone _____
(Telefon)

E-mail _____

3. Device data (Dane urządzenia)

(Typ/model)	(Numer seryjny)	(Data zakupu)	(Data uruchomienia)
Type / designation	Serial number	Purchase date	Commissioning date

Commercial guarantee claim*: Yes No A one-off payment (please direct your enquiry) will be charged for repairs made outside the commercial guarantee. The final guarantee decision will be made by Steca.
For checking afunctional operating device with no error we charge a one-off payment of 70 EUR.

(Opis błędu/problemu)	(Informacja na wyświetlaczu) Display status	Fault is permanent / intermittent
Description of the fault		

Place / Date
(Miejscowość/Data)

Signature
(Podpis)

* Potwierdzenie gwarancji handlowej

W przypadku nie stwierdzenie błędu po stronie urządzenia przez firmę Steca zostanie naliczona jednorazowa opłata w wysokości 70 EUR w związku z poniesionymi kosztami przesyłki.

Surname / First name (legibly in block capitals)
Nazwisko/Imię (wypełnić czytelnie)