

Service Order

1. Applicant's data

FIRST AND LAST NAME

STREET & NUMBER

ZIP CODE, CITY

__ - _____

PHONE NUMBER

E-MAIL ADDRESS

2. Company's data

COMPANY NAME

STREET & NUMBER

ZIP CODE, CITY

__ - _____

Application number – completed by the Comptest service.

3. Information about the device

No.	Name/PN/serial number	Description of the fault/circumstances of occurrence
1.		

4. Additional information/supplementary description (fall, flooding, overheating, overvoltage, etc.)

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5. Type of order: Warranty Post-warranty Service agreement Voucher

6. CP number of the device, warranty seal number

7. Consent to perform a paid diagnostic service - 2h (150€).

8. Consent to perform a paid repair service up to the amount of (includes the cost of diagnostics)€.

9. Consent to reinstall software for diagnostic purposes.

10. We provide a 12-month warranty for the scope of repairs performed.

Terms of repair & warranty

1. A 12-month warranty is provided for a paid repair. The warranty covers only the scope of the repairs done. The warranty period is extended for the time the device is in the service.
2. The service is not responsible for hidden defects of the repaired product and irregularities in functioning to the extent not directly or indirectly related to the scope of the repair.
3. The warranty rights do not include the principal's right to claim the return of profits during the warranty repair.
4. The service is not responsible for the loss of device configuration, the issue of security. configuration remains on the client side.
5. The service reserves the right to update the factory software in order to check or repair the fault.
6. Repair Warranty Exceptions:
 - a) The warranty does not cover the part of the Product subject to normal wear and consumables.
7. The warranty does not cover:
 - a) mechanical and thermal damage to the Device and the resulting defects caused by force majeure (e.g. lightning, typhoons, floods, corrosion, power surges),
 - b) mechanical and thermal damage to the Equipment and defects caused by them, as well as defects and damage caused by force majeure (e.g., lightning, typhoons, floods, corrosion, power surges),
 - c) defects caused by repairs, modifications and structural changes made by the user himself as well as updating the factory software,
 - d) activities belonging to the normal operation of the Device as well as those listed in the Manufacturer's Device User Manual,
 - e) parts subject to wear during normal operation,
 - f) damage in transportation,
 - g) damage caused by incorrect selection of the Device.

I declare that I accept the above repair and warranty conditions.

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Date and legible signature of the person ordering the repair

Terms & conditions of the service

1. The customer handing over the device for repair submits a completed and signed repair application form and declares that he accepts the following repair and warranty conditions.
2. Comptest's service determines the possibility of repairing the device and the cost of the repair. The acceptance of the repair costs by the Customer takes place by signing the application form. After the repair, the device will be handed over to the Customer i.e sent back to the address indicated by the Customer at his expense.
3. The Customer is informed of the completion of the service request by e-mail or sms, and can then collect the equipment in person or the equipment can be sent back to the Customer at their choice. Personal collection of equipment at the Service Center is carried out after presenting the **Service Order** as well as the identity document (passport, driver's license, identity card). Shipping of equipment to the Customer is carried out to the address specified in the service order form, unless the Customer notifies in writing/e-mail or sms about a different shipping address. In the case of warranty repair, the Service covers the cost of shipping. In the case of post-warranty repair, the Customer shall pay the shipping cost.
4. The customer will be charged the cost of shipping in case of not collecting the equipment.
5. If the customer does not pick up the equipment within 7 days of being informed of finished repair, the customer will be called to pick up the equipment within 7 days. After the expiration of this period, a contractual penalty for delay will be charged in the amount of PLN 5 for each day of delay in collection with a maximum amount of PLN 500. In addition, after 100 days from the Client's call to collect the equipment and the Client's failure to collect the equipment, the Service will have the right to deposit the unclaimed equipment in court.