

## Request for Service / Repair

Please complete this form and return it to us by email. This will help us to process the service / repair without delay. Please also enclose a copy of this form to the scanner. Thank you very much for your help.

**Note:** Please return the scanner in the original carton!

Sender	Place, Country
Scannertype	Serial number

Ticket number (obtainable from Z+F)

Device will be returned for

- Service  
 Repair  
 After rental

Device is (a [atomic/radioactive], b [biological], c [chemical]) contaminated

no

**yes (If you tick "yes", please request the „Declaration on safety“ form from Z+F immediately and return the completed form to Z+F by email. Before shipping the scanner back, you must wait for the approval from Z+F.)**

Firmware Upgrade requested

- no  
 yes (Please note that a new firmware version can cause compatibility issues with previous software versions. If there is no valid hardware support contract for your scanner, an additional fee applies. Please contact us in advance for more details.)

Description of error (only necessary for repair)

Further information

### Important for returns from outside the EU:

- Please enclose a proforma invoice to the shipment
- The proforma invoice has to include the following information:
  - Sender
  - Consignee (Zoller + Fröhlich GmbH)
  - Scanner type
  - Serial number
  - Customs value
- **Before returning of the scanner to our factory please check the customs value for the proforma invoice with you contact person from Z+F.**

**!! Please note !!**

### Service fee

In the event the client is not accepting the repair and calibration costs once unit has been analysed and diagnosed and wishes the unit to be returned 'as is', a fee according to real costs will be applicable. Costs for packaging and freight will be charged at standard rates, if applicable. Furthermore please be advised we need to open the scanner to be able to ascertain a cost estimate, which will affect the calibration. By signing this document, you therefore authorise us to proceed under this premise.

### Scan data

For reasons of data protection, all scan data that is stored on the scanner both internally and on the USB drives, will be deleted when the scanner is returned to Zoller + Fröhlich for service or repair. Therefore we kindly ask you to backup all data that is stored on the scanner and send the unit back without any data.

**Zoller + Fröhlich can not be held responsible for any loss of data.**

**I confirm that I have read, understood and accepted this.**

\_\_\_\_\_  
**Name / Signature of authorised representative**

**Please return the completed form to:**

Name	E-Mail	Tel.
Ms Malin Ammann	m.ammann@zofre.de	+49 (0)7522 9308-260
Mr Lukas Jäger	l.jaeger@zofre.de	+49 (0)7522 9308-296
Ms Lisa Roos	l.roos@zofre.de	+49 (0)7522 9308-287
Ms Nathalie Walser	n.walser@zofre.de	+49 (0)7522 9308-275
General	sales@zf-laser.com	+49 (0)7522 9308-0

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