

### General information for your repair order

**Your satisfaction is our goal. For a fast handling of your repair order, we would ask you to pay attention to the following information.**

If one of your ordered products does not function properly or is damaged externally, we ask you to first find out whether you can eliminate the error by yourself using **chapter 6.2 "Troubleshooting"** of the operating instructions for the respective product.

If it is not possible to eliminate the error by yourself, we recommend that you contact us by telephone as soon as possible. We will then first try to find a solution to the problem together with you over the phone. Should a return of the article be unavoidable, please proceed as follows:

#### **1. Wrap it properly**

Please wrap the product properly and find a suitable packing. We ask you to send back only the products which might be defective to our address below.

*Example: If the electronical device of the inhalation set is defective, please send back only the electronical device but not the whole inhalation set. If you are unsure about it, we ask you to get in contact with us.*

#### **2. Fill out the repair form**

Please add an error description. Therefore, we ask you to use our repair form on the back of this page.

*A little tip: Copy the repair form and use it if necessary. Additionally, you can download it from the download center on our website.*

#### **3. Check & Repair**

After receipt of the article, we will check as soon as possible to determine if a warranty claim exists. If necessary, we will contact you after examination, inform you about the measures to be taken and, if necessary, send you a cost estimate. You can then decide within 14 days if you would like to have the repair carried out. After the repair we will return the item. If you do not wish to have the item repaired, you can choose between returning the item or disposing it free of charge. If it is an exchange due to a warranty claim, we will send the new article directly to you.

For more information on consumables and warranty, see **chapter 9 "Information on handling consumables; lifespan"** and **chapter 10 "Manufacturer's Guarantee"** in the instructions for use of the respective product.

**Still questions? Please do not hesitate to contact us!**

Your NEBU-TEC team

## Repair & Service

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### Repair form

#### Customer data

Customer no.: \_\_\_\_\_

First / Last name: \_\_\_\_\_

Street / No.: \_\_\_\_\_

Zip / City: \_\_\_\_\_

Country: \_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

#### Device data

Serial number: \_\_\_\_\_

Purchase date: \_\_\_\_\_

#### Reason for return

Affected items:

Item no.	Description

Reason for return / error description / additional information:

(You can add pictures, recordings, etc. or send it to us via E-Mail to [info@nebu-tec.de](mailto:info@nebu-tec.de).)

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Place, date: \_\_\_\_\_

Signature: \_\_\_\_\_