



KOSATEC COMPUTER

SERVICE KOMPETENZ-CENTER

KOSATEC Computer GmbH
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Carl-Miele-Straße 3
38112 Braunschweig
Germany

→ Please note the following service instructions:

TROUBLESHOOTING or ON-SITE-SERVICE applies to:

- **Acer** notebooks (phone 04102 7069 111)
- **Apple** products (phone 0800 6645 451)
- **Fujitsu** notebooks (phone 089 356 480 401)
- **Hanns.G** displays & tablets (e-mail info@novaserve.eu)
- **HP** printers & notebooks (phone 069 387 890 60)
- **Lenovo** notebooks (phone 0800 5004618, G-serie 01805 366 869)

See the manufacturer links on www.kosatec.de/service for contact details.

- 1. Please fill in one service document per product** (except same products in higher quantity from same invoice).
- 2. No RMA number is required** for return (Exception: Return of goods in their original condition and packaging)
- 3. Send products to be repaired without accessories and original packaging, except CPUs, mice, router, powerline adapter, network devices, keyboards, external HDDs, FritzBox and RAM-Kits.**
- 4. Ink and toner** will only be accepted together with printed test page.

IMPORTANT: Changes, modifications or labeling of products as well as the operation of products outside the manufacturer's specifications void the warranty.

SERVICE DOCUMENT

Customer data

Customer no.

Company/Name

Contact person

Street, house no.

Country-code, ZIP, city

Different delivery address for return

Recipient name

Street, house no.

Country-code, ZIP, city

Item data

Invoice no. / warranty no.

Internal reference number (if any)

Item name

Item no.

Serial no.

Quantity

Error description

I have read and accepted the service instructions (above)

City

Date

Signature