

**Dear customer,**

Our main goal is to support you in the optimal performance of your work. If, despite our best efforts, a device fails to function as desired, then we would like to request that you observe the following points, in the interest of ensuring that the claim is processed rapidly.

First inspection: With the help of the operating manual, please check whether a defect of malfunction has actually occurred or whether this is simply the result of operator error, before returning the device.

Additional support is available at

Service Hotline +49 (0)521 400 70-767 / Helpdesk Hotline +49 (0)521 400 70-680 / helpdesk@bst.group

or from your responsible sales representative.

Transport/freight: Please send the devices back to us in their original or equivalent packaging and attach any necessary transport safety screws or similar equipment.

Unauthorized intervention like removed ID numbers / name plates, improper handling or transport damage resulting from inadequate packaging will void the warranty.

Please return the good carriage paid. We will send back warranty cases free of charge.

Repairs: We will provide you with a non-binding cost estimate for repairs carried out outside of the warranty period. The flat charge for providing a cost estimate is € 247,00 if no repairs are performed (plus freight and packaging costs if the device is returned to you without being repaired).

With kind regards

BST GmbH

Customer / Address: BST eltromat France
Impasse de la Noisette CE 402
91374 Verrieres Le Buisson
France

Customer ID: ACU531001
Elena Shtoppel
Contact person: _____
Tel.: _____
E-Mail address: _____

**Please pay attention to return address: BST GmbH
Remusweg 1
D-33729 Bielefeld
Germany**

Attention: In order to ensure a rapid processing, we require a detailed description specifying the type and scope of the defect. We can only process fully completed forms.

The sender confirms that the device sent back to BST is cleaned and free of any harmful substances to which it might have been exposed in the production.

Please enclose filled in document with the delivery AND send it by e-mail to repairs@bst.group.

☐ **Repair** (Repaired parts will be returned to customer) ☐ **Return** (Parts remain at BST)

The following part will be returned: (material no. / designation / serial no. (if available)).

Reason for return, description of concrete failure:

Description of the technical fault(s), fault rate(s):

☐ Incoming goods inspection ☐ Initial operation ☐ Malfunction during operation

Date: _____

Signature _____