

Application form for number for delivery notes of return (RMA) / Customer service request

Please enclosed fully filled form to the returndelivery!
E-Mail: service@sonnenkraft.com

Please send complaint goods to following address:

SONNENKRAFT GmbH
Solarstrasse 1, Industriepark
A - 9300 St.Veit / Glan

RMA: (filled by SONNENKRAFT) _____

Date: _____

Supplier-number of complaint: _____

Customer-number of complaint: _____

Customer-contact: _____

Installer _____

Company _____

Street _____

ZIP/Town _____

Contact person _____

Phone/Mobile _____

e-mail _____

End customer _____

Name _____

Street _____

ZIP/Town _____

Contact person _____

Phone/Mobile _____

e-mail _____

1. Product specification

Please send pictures and delivery note! (complete and detailed as well as photo type plate)

Matchcode _____

Article number _____

Quantity of complaint goods: _____

Complaint _____

Serial number: _____

Order or invoice number: _____

Date of installation: _____

Was there any contact between the installer and the end customer? Yes No

System diagram: COMPACT COMBI COMFORT COMFORT Plus Individual diagram (see attachment) _____

Consultation with installer required before / after service? Yes No

Direct invoicing from SONNENKRAFT to end customers? Yes No

2. Complaint specification (mark with cross where applicable)

Collectors	Heatpump	Stations	Controller	others	plate heat exchanger
<input type="checkbox"/> Absorber leakage	<input type="checkbox"/> performance issue	<input type="checkbox"/> heat exchanger	<input type="checkbox"/> Display	<input type="checkbox"/> performance issue	<input type="checkbox"/> leakage
<input type="checkbox"/> Glass misty	<input type="checkbox"/> controller	<input type="checkbox"/> pump defect	<input type="checkbox"/> input defect	<input type="checkbox"/> optical defects	<input type="checkbox"/> others
	<input type="checkbox"/> else	<input type="checkbox"/> leakage	<input type="checkbox"/> output defect		

Notes/detailed description:
(additional information)

Comment manufacturer: warranted not warranted, reason:

Complaint products can only be returned with a SONNENKRAFT GmbH return number. Defect goods must be sent to SONNENKRAFT GmbH within 4 weeks after receiving the return number. Return number must be marked outside the package. Without this number products cannot be accepted in our storehouse. After the inspection through SONNENKRAFT GmbH you will be informed if it is a case of guarantee. If so you will receive a credit not for the complaint product. If not, we keep the goods one month in our store before we dispose it. Deliveries are ex works. Please refer to our General Terms and Conditions on our website regarding further warranty and warranty conditions.