

Service form (RMA)

alpatronics

RMA number: _____

Filled in by alpatronics.

Your contact details

Name, Surname _____

Street, Nr. _____

ZIP code, city _____

Country _____

Telephone
(for any questions) _____

E-Mail
(for any questions) _____

Your return address (if different)

Name, Surname _____

Street, Nr. _____

ZIP code, city _____

Country _____

RETURN ADDRESS:

alpatronics GmbH
Department: „Technischer Kundendienst“
Breitengraserstraße 6
90482 Nürnberg/Germany

Take this into account when returning the goods:

- Use original packaging if possible
- Write the RMA-number on the outside of the shipping box (not onto the packaging)
- Enclose the completed service form (2 pages)
- Enclose a copy of the delivery note or the invoice

Note page 2 in the PDF

Service form (RMA)

alphatronics

Complaint

Product name: _____

Serial number: _____
To be found on the silver label on the back of the product. (PAXxxxxx)

Purchase date: _____

Selling point: _____

Error Description:

Pay attention to a precise and detailed description of the error. Information such as "defective" is not sufficient and can slow down the service process considerably.

Reception errors via Satellite:

Type of dish (brand, size) _____

Date of construction _____

Last update of the dish _____

Date of installation _____

Has the dish been repaired before? Yes No

Reception error via DVB-T operation:

Receiving antenna (brand, name) _____

Antenna position (roof, window, etc.) _____

Information about your vehicle:

Manufacturer _____

Year of construction _____