

## Client

Company:

Contact:

Email:

Street:

Postcode & City:

Phone number for enquiries:



CCV GmbH

### RETURNS

Gewerbering 1  
D-84072 Au i.d. Hallertau  
Germany

**P** + 49(0)8752 864-0  
**F** + 49(0)8752 864-100  
**E** retouren@ccv.eu  
**I** www.ccv.eu/de

## Contractor

CCV GmbH  
Repairs department  
Mail to: retouren@ccv.eu  
Gewerbering 1  
84072 Au i.d. Hallertau

## Advance replacement order

Dear Sir or Madam,

We hereby order the following chargeable advance replacement.

### 1) Type (please tick as appropriate)

<input type="checkbox"/>	NORMAL (approx. 10 working days)	33 € per unit
<input type="checkbox"/>	QUICK (approx. 2 working days)	40 € per unit
<input type="checkbox"/>	EXPRESS without Saturday delivery (approx. 1 working days)	51 € per unit
<input type="checkbox"/>	EXPRESS with Saturday delivery by 12 pm (approx. 1 working days)	80 € per unit
<input type="checkbox"/>	EXPRESS with Saturday delivery by 10 am (approx. 1 working days)	100 € per unit
<input type="checkbox"/>	EXPRESS with Saturday delivery by 8 am (approx. 1 working days)	134 € per unit

Any repair costs which may arise for the devices sent are **not** included in the advance replacement flat fees and will be invoiced separately.

### 2) Information about the defective devices

Please note: Processing is not possible without specifying the software number of the unit to be replaced.

Network operation:	
Serial number: Device A	
Serial number: Device B	
Serial number: Device C	

### 3) Reason for replacement and desired software/network operation

Please note: without this information, processing is not possible.



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### 4) Destination address

**IMPORTANT information from CCV GmbH:**

Please take care to ensure that all necessary return paperwork is attached to the goods sent. **Please return the faulty goods to us with the attached return delivery form within 14 days.** The incoming goods can only be allocated to the replacement process using the transaction number listed on the return delivery form (e.g. E170305003).

If the devices reported as faulty do not reach us, or do not all reach us, within the 14-day period, then we will invoice the client for the missing devices at the list price. Faulty devices which are received after the 14-day deadline will be considered to be new repair orders and will be returned to the client after successful repair.

**Advance replacement is only possible within the Federal Republic of Germany!**

The invoice amount must be settled immediately upon receipt of the invoice without deductions.

Kind regards,