

Dear customer,

Please contact us in the event of a complaint (including returns and repairs) using the following contact details:

by email:

service@asecos.com

Please provide the below information and enclose the completed form.

Our Complaint Management will coordinate the further procedure with you.

The majority of all complaints can be clarified in advance without having to return the goods to asecos.

Many thanks and kind regards,

asecos GmbH

Your contact details:

Title:			
First name*:		Name*:	
Department*:		Position*:	
Company*:			
Street*:		Number*:	
Post code*:		Town*:	
Country*:			
Phone*:			
email*:			
Customer number*:			

*mandatory information

Product information

Order code / model*:	
Serial number*:	
Year of purchase:	
Last service date:	
Last filter change (recirculating air filter systems)*:	
Location (building / room / department):	
<p>Photos (for each product)*:</p> <ol style="list-style-type: none"> 1. Photo(s) of the damaged area* 2. Photo(s) of the entire product* 3. Photo(s) of the installation and storage conditions, for example the place of installation, the containers stored inside the safety storage cabinet etc.* <p>Please send this form in advance by email (service@asecos.com) and include a printed version if there is a need to return the article.</p>	
<p>Videos (useful with e.g. flashing LED).</p> <p>Please send in advance by email (service@asecos.com).</p>	

Detailed error description (for each individual product)***Repair / complaint history (What has already been done?)****You have been in contact with:**

Name:		<input type="checkbox"/> by email <input type="checkbox"/> by phone
Date:		

Your request:

- Return including credit note according to our terms and conditions
(approval by asecos required)
- Repair after previous approval of costs

* mandatory information

Contact person for quotation / approval of costs*:*(if different from contact details on page 1)*

Title:			
First name*:		Name*:	
Department*:		Position*:	
Company*:			
Street*:		Number*:	
Post code*:		Town*:	
Country*:			
Phone*:			
email*:			

Your return address and contact person (after repair)*:*(if different from contact details on page 1)*

Title:			
First name*:		Name*:	
Department*:		Position*:	
Company*:			
Street*:		Number*:	
Post code*:		Town*:	
Country*:			
Phone*:			
email*:			

Your invoice address*:*(if different from contact details on page 1)*

Company*			
Street*:		Number*:	
Post code*:		Town*:	
Country*:			
Phone*:			
email*:			

X

Date

X

Signature and stamp

Should we instruct you to return the goods, please send them together with the completed form and photos to the following address:

asecos GmbH
Warenannahme Werk 1
Weiherfeldsiedlung 16-18
63584 Gründau
Deutschland

* mandatory information

INTERNAL - not to be filled in by the customer, applies exclusively to asecos GmbH

- Ware ohne sichtbare Schäden an Verpackung erhalten
Kommentar: _____
- Vollständig ausgefülltes Formular und Fotos liegen bei
Kommentar: _____
- Reklamationsbeurteilung: _____

- Interne Weiterleitung an: _____

x

Datum

x

Unterschrift

- Kunde über weitere Vorgehensweise / Kosten informiert
- „Satisfaction Call“ durchgeführt