

Repairs processing



Is your device defective?

Please fill in this form **before sending** your device. Thus, we have all the important data for a quick repair process.
The original should be attached to your device.

Erkodent
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Customer data

Name

Contact person

Street

Postal code, city and country

Phone

E-Mail

Device information

Device type

Serial number

Purchase date in case of warranty repairs
(In case of warranty, there are no costs.)

Service

☐ yes ☐ no

Pickup of the device (costs on demand)

Please indicate opening hours

☐ yes ☐ no

Empty box (costs depending on the device type)
In order to avoid additional costs due to a transport damage, the unit should be returned in its original box.

☐ Immediate repair without cost estimate

Max. repair amount net € _____

☐ Repair with cost estimate

If no maximum repair amount is specified,
we will automatically prepare a payable cost estimate.
For unrepaired returns (without the purchase of a new device)
we charge 60€ for the cost estimate.
This fee is waived once the repair has been carried out

Delivery address (if different)

Please always send the device completely with all accessories!

Detailed error description

By completing and submitting this form, you agree to the storage and use of your personal data. You have the right to revoke the consent given by you without giving any reason at any time with effect for the future. Further information can be found under <https://www.erkodent.de/en/data-privacy/>

Place, date, signature