	Customer-complain	Date: FB_033ak Revision 0
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Date:	Customer-No.:
Company:	
Contact-person:	
Phone:	Fax:
E-mail-address:	
Invoice-No.:	
<small>(Please enclose a copy of the invoice)</small>	
<input type="checkbox"/> Return delivery address same as addresser <input type="checkbox"/> another return delivery address	

Packaging- and guarantee note
Improperly packed and thereby damaged units can be excluded from our guarantee, caused by the damaging can be due to the improper packaging. We advise the shipment with conveyance, caused according to our experience there are less damages.

Item-No:	
Serial-No.:	
Accessories:	
Please note here passwords or remove them!	
Login username:	Password:
BIOS-password:	<input type="checkbox"/> Passwords are removed


Detailed failure description

Reason for return
<input type="checkbox"/> Warranty repair <input type="checkbox"/> Repair (<input type="checkbox"/> Calculation)
<input type="checkbox"/> Others (Comment):

Remarks

Date/Signature

▶▶▶ Please enclose the customer-complain to your return consignment. ◀◀◀

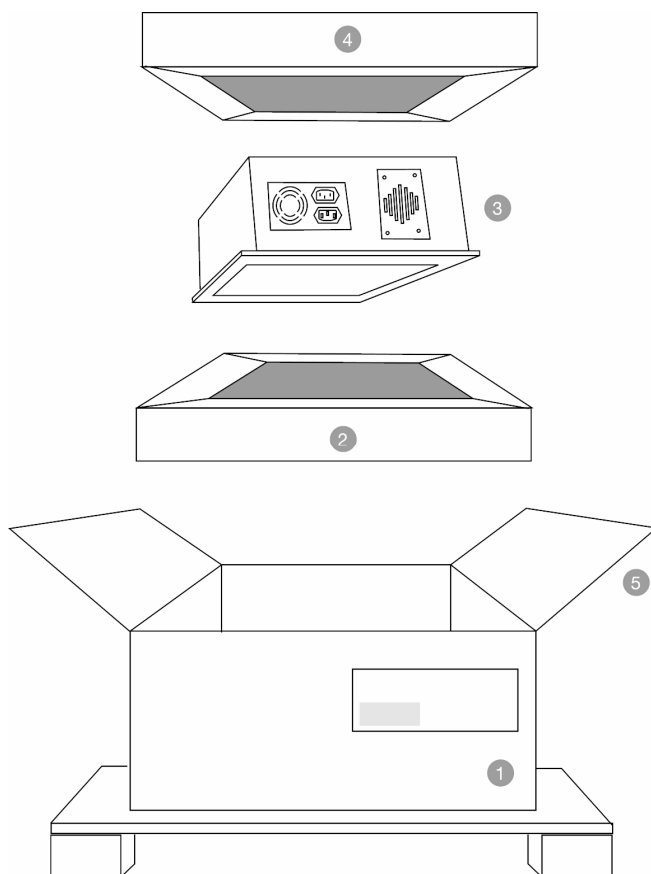
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Packaging information

The right packaging is the first step for a trouble-free dispatch of a device. Use only original tci-packaging for your returns, there includes 2 elements with protective film and a carton. Devices which are damaged by improper packaging can be excluded from guarantee.

Please have a look at the drawing and instructions below:

Packaging of the device:



1) Put your package on a half-palette.

2) Put one of the protective film with the upside into the package.

3) Put the device with the display-side down in the middle of the package on the protective film. Exception: Devices of the A15-series with keyboard are put with the display-side to the top.

4) Press the second protective film down on the device. There has to be a light tension.

5) Close the package and stick it down with adhesive tape. Tie the package to the half-palette and stick the send-back-paper clearly visible on the package.

Attention: Protective film must be faced to the device!

We suggest shipment by a haulage company, because we have the experience that the devices become less damages.