

Contact data

Customer number

Street, street number

Company

ZIP code

City

Contact person

Country

Email address

Phone Number

1. Which item do you want to send back?

Serial number

Item description

Item number/reference number/ delivery note number

2. The item is a/an...

New item

ROVVER

ROVION

Used part

AGLIOS

Unknown

Rental device for return

SUPERVISION

3. Desired solution

Credit note

Replacement delivery of a new part

Repair

Cost estimate* requested?

Yes No

*iPEK charges a minimum fee of 50 EUR for the cost estimate, in case of increased effort we charge up to 100 EUR. The fee will be charged with the placement of an order.

Budget for repair

Rental device requested?

Yes No

Delivery or pick up after repair?

Delivery Pick up

4. Exact defect description

Please explain the defect

When does the defect occur?

Cold condition

Rarely

Warm condition

Frequently

Steadily

After an elapsed time of (min.)

I wait with the return shipment until I have received the return form (PDF) approved by iPEK via email. Please note that for hygienic reasons we can only accept appropriately cleaned and disinfected parts for repair. Devices which were not appropriately cleaned can be rejected and sent back by us. Thank you for your understanding.