

# Form

## Complaint



### The completed claim form must be enclosed with your shipment!

No processing can take place without this form.

#### Return to

**MEKRATronics GmbH**

Serviceabteilung

Buchheimer Str. 4

91465 Ergersheim

Date

Your Claim confirmation number:

Our Delivery notice number- or order number:

#### Customer information

**Customer Number**

Company

Street

PLZ / City

Contact person

Phone

E-Mail

#### Product details:

Product number:

Product name:

Charge/Batch:

Quantity:

#### Description of the malfunction mandatory!

Please provide as detailed a description of the error as possible so we can check the product accordingly. Specify the type and frequency of the error.

i.e.: The image on the camera on port 2 of the monitor shows strips after an operating time of 2 hours. Camera has been replaced. Malfunction has been eliminated.

#### Transaction

Replacement

Replacement received

Credit our account

In contact about complaint with: Mr./Ms.

We reserve the right to return rejected complaints carriage forward and to charge any processing fees incurred!

MEKRATronics GmbH  
Buchheimer Str. 4  
91465 Ergersheim  
Tel.: 09847 / 989 – 8076  
Fax: 09847 / 989 – 8120

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UniCredit Bank Nürnberg  
BLZ: 760 200 70  
Kto. 18 78 59 78  
IBAN: DE85760200700018785978  
SWIFT: HYVEDEMM460

Sitz der Gesellschaft ist Ergersheim  
Registergericht Fürth HR B 13295  
Geschäftsführer:  
Jacob Lambert Gerrit Jan Snel



### Further Information

Please provide the following information:

- What has previously been discussed with one of our associates?
- What kind of measurements have taken place already?
- What has been done so far to eliminate the problem?

### Please provide pictures, showing the malfunction.

Important for a smooth processing are corresponding pictures and videos of the built-in product or the objected function. Please send us these media files together with the completed form to the following email address:

[technik@mekratronics.de](mailto:technik@mekratronics.de)