

**Repair Request**

Case number:

Customer data:

	Customer	Return address <i>(If different)</i>
Company name		
Contact person		
Customer no.		
Tel. number		
E-mail address		

Claimed items:

Pump Type	Qt.	Serial no.	Purchase data	Defect description

Please insert photo here if the defect is visible.

I have read and accept Annex 1 - *Legal remedy and warranty processing - Warranty conditions and handling of complaints* and accept them. By placing this repair order and sending in the product, I accept the general terms and conditions of business, payment and delivery.

Place, date

Signature

**Annex 1 – Legal remedy and warranty processing**  
**Warranty conditions and handling of complaints**

Submission of a complaint: Complaints may only be submitted after prior contact with the customer service department of ESPA Deutschland GmbH

1. Procedure for returns to ESPA Deutschland GmbH:
    - Complete the application for returns for repair/ complaints on page 1 and send it by e-mail to: [hello.edg@espa.com](mailto:hello.edg@espa.com)
    - After appropriate checking and approval by our service centre, you will receive a pre-paid return label and the process number from us. Send us the items within 10 working days of receiving the return label, securely packed to avoid damage in transit.
    - Upon receipt of the defective product, a technical inspection will be carried out by our service technician. This will determine whether it is a warranty case or whether the defect was caused by improper use or external influences.
    - We will send you our test report and explain the options available to you. After your feedback, the process you have requested will be initiated.
    - Once this has been completed, the order is considered finalised.
  2. Your options after inspection by our service technician:
    - 2.1. Warranty claim: In the event of a justified warranty claim, a free repair or replacement will be carried out at our discretion.
    - 2.2. No warranty claim: You will receive a cost estimate for a chargeable repair or, depending on the condition, a replacement.
      - 2.2.1. You decide in favour of a repair by our technical service: We initiate a repair order on the terms agreed in the cost estimate. Within 10 working days you will receive your repaired product back by post or carrier. The order is deemed to have been completed when you pay us the final amount agreed in the cost estimate.
      - 2.2.2. You decide in favour of a replacement with new goods: We will send you the agreed new goods at the conditions agreed in the cost estimate. Finally, we will dispose of your defective old model professionally. The order is deemed to have been completed when you pay us the final amount agreed in the cost estimate.
      - 2.2.3. You decide to return your returned model: Alternatively, you can have the pump returned at your own expense or arrange for professional disposal by our service centre. The order is deemed to have been completed once you have paid the inspection and service fee and shipping costs to us.
- In any case, we will charge you an inspection fee of €50 net for a non-existent warranty claim. If you decide to have your product professionally disposed of by our service centre in the event of a non-existent warranty claim, we will charge you a service fee of €50 net.
3. Unauthorised shipments:

Pump consignments sent without prior authorisation from our customer service department will be refused.
  4. Costs and dispatch:

The customer shall bear the shipping costs for sending in the defective product, unless it is a justified warranty case. In the event of a chargeable repair or return, the customer will be informed of the charges incurred in advance by means of a cost estimate. The selected processing procedure will be initiated once the customer has responded. The charges agreed in the cost estimate must be paid by you to ESPA Deutschland GmbH within 30 days, unless a customer-specific agreement has been made.