

REQUEST FOR REPAIRS

Date:	
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Contact Info:

Item for Repair:

Company:		Item Description:	
VAT:		Serial Number:	
*Name/Surname:		Purchase Date:	
*Delivery Address:		Invoice Number:	
*Telephone Number:			
*Email:			

*Mandatory Field

Description of the fault:

Please provide a detailed description of the problem so that we can identify and repair it.

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Accessories that come with the device that is sent to us:

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Please read the following carefully before sending us your device:

1. I agree that Novatron SA is not responsible for any loss of data or software from my device.
2. I agree that Novatron SA is not responsible for any damage that may be caused to my device when sending and returning to and from me.
3. I agree that after three months from the delivery of my device to the Novatron SA premises and if I have been advised to receive my device or for the cost of repair, I have not received it and have not paid or accepted the corresponding price Offering repair costs, my device is owned by Novatron SA to recover the cost of repair and any other costs incurred.
4. In any event, the liability of Novatron in the event of damage to my device is limited to its replacement with another used model of the same or newer model. I also agree that there will be no further compensation for any other reason even for the loss of data and any other positive and consequential damage.
5. If Novatron does not accept the offer for repair, the device will be refunded and I will be charged EUR 40 plus VAT for testing and diagnosing the damage. The same charge will apply if a device is under warranty but no damage is detected by the Novatron technical department.

GENERAL NOVATRON PRODUCT WARRANTY TERMS

1. The guarantee shall be valid from the date of purchase as stated on the legal proof of purchase of the product and shall be valid for the duration of the purchase.
2. The warranty is valid only upon presentation of the printed legal proof of purchase and provided that the product has not been altered or damaged by external factors in its individual parts such as cable cutting, oxidation, external impacts, etc.
3. The repair is always carried out at the technical facilities of our company, with the presentation of the device and the product repair form from: <http://www.novatron.gr/service> during working days and hours.
4. The way and the cost of shipping to our Company is the sole responsibility of the customer.
5. Our Company technicians are obliged to install and customize only the materials and programs provided by our customers excluding any other product of another company.
6. Our Company's technicians are not required to make any material replacement under the product warranty and, if warranted, unless the original receipt or purchase invoice is replaced.
7. Our company is not obliged to repair any materials that have not been purchased from its stores either outside, or under warranty, or the damage has been mentioned, or occurred during the repair or presence of the technician.
8. In the event that the purchase has not been made by our company or is outside the warranty, any repair or replacement shall be made at the sole risk and expense of the customer.
9. The maximum liability incurred by our Company is expressly and exclusively limited to the price paid for the product or the cost of repairing or replacing any product that does not operate normally and under normal conditions.
10. Our Company is not responsible for any damage caused by the product or product operation errors, including lost revenue and profits, special, reserve or positive damages, and is not responsible for any claims brought by third parties or by you on behalf of third parties.
11. Our company does not perform repairs the same day unless there is an active and paid maintenance contract.

Signature - Company name and stamp.

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