

ZERA Call Form

Call Number

Customer Information

Company

Street, No.

Post Code, City

Country

Technical contact person

Name, Surname

Department

Position

E-Mail address

Telephone number

Delivery address

Invoice address

Company

Contact person

Telephone number

Street, No.

Post Code, City

Country

VAT-ID-No.

Device Information

Device Type

Part-No.

Serial-No.

ID-No.

Fault description

Call process:

1. Please complete the Call form and send it to service@zera.de
2. The Call form is only valid for one single device. (In case you intend to send another device, please send another Call form)
3. Please provide a complete and detailed failure description. The information „error“ or “faulty” is not enough.
4. After we received your Call form, you will get a Call number e.g. 10510000, which will be used as reference number for the complete repair process.
5. Please notice the provided Call number on the package as well as on all delivery notes and papers required for custom clearance. Please send a copy of the Call form along with the device and ship it to:
ZERA GmbH, Service department, Kellerstraße 6, D-53639 Königswinter, Germany
6. Please arrange good packing and also insure the goods for any transportation damage.
7. The above mentioned technical contact person will be informed via mail once we receive the device as well as with every updated status of the repair.
8. After the check of the device we will send you the calculation of cost. Once we received the repair permission, we will start with the repair.

Terms:

1. Please note, that ZERA does not accept not-prepaid shipped devices.
2. Deliveries without valid Call number cannot be processed by ZERA and will be returned on customer costs.
3. If not expressly requested by ZERA, please do not send any accessories.
4. In case of disacceptance of the estimate of costs we invoice 15% of the repair amount or at least EUR 195,- per device plus shipping charges (EXW, without packing). If we do not receive any repair permission within four weeks after sending the calculation of cost, we will charge you EUR 25,- per day for storage.
5. We only accept our payment and delivery terms.
6. Please note that the above entered details are mandatory. A later adaptation of the invoice or shipping address is not possible or causes additional costs.
7. Please check your goods immediately after receipt for: completeness, damage or other defects. Please contact us in case of any variations without any delay. Complaints have to be made within 4 business days after receipt; the delivery shall conform to the contract, unless the deviation was not recognizable in spite of careful investigation. Please note, that visible transport damages or shortfalls should be noted on the shipping documents of the forwarder (forwarder and insurance companies don't accept a later claim of any transport damages).