

ZERA Call Form

Please note our terms on page 2.

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

Appearance of the error: >temporary/permanent? >only under certain conditions? (load-, runtime-, temperature-dependent, vibration-sensitive) >when used with accessories/external control? >may overvoltage/overcurrent have been involved?

Call process:

1. Please fill in the call form completely and send it to service@zera.de.
The call form refers to the repair/check of one device only (If you want to send another device for repair/check, please fill out another call form).
2. Please give a detailed description of the error, our hints will help you. We reserve the right to ask additional questions to your error description. Please provide a complete and detailed failure description.
3. After processing you will receive an offer for the inspection costs incl. the call number e.g. 10510000, which will be used as reference during the whole repair process.
4. Please send us your written order for this. Without this order we will not be able to perform an inspection as well as prepare the subsequent estimate of the repair costs.
5. Please note the call number clearly visible on the package as well as on your accompanying letter or delivery bill and send the device to the following address:
6. ZERA GmbH, Humboldtstr. 2a, D-53639 Königswinter, Germany
7. Please make sure to use suitable packaging, appropriate filling material and take out transport insurance. To avoid transport damages, we recommend shipping sensitive devices palletized.
8. The above-mentioned technical contact person will be informed by us via e-mail after receipt of goods as well as at every change of status of the repair.
9. After checking the device, you will receive our estimate of the repair costs with the request to send an official repair approval. Only after the release we will start with the repair. Please note point 4 of the "Terms and Conditions" below. Our cost estimate is an estimate based on the error description and the functional test in our company. We will only be able to give you more information about the cause of the fault and the affected components after the repair has been completed.

Terms:

1. Please note, that ZERA does not accept not-prepaid shipped devices.
2. Deliveries without valid Call number will be delayed in further processing.
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 at least EUR 350, - 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 week for storage. We only accept our payment and delivery terms.
5. 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.
6. 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. In addition, any transport damage or shortages visible upon delivery must be noted on the carrier's receipt (in accordance with § 438 HGB).