

Service-registration-form



Dear customer,

You will need this form if you wish to return parts to SOMIC.

Please complete the service form and send it together with the part to your Somic representative or directly to:

SOMIC Verpackungsmaschinen GmbH & Co. KG

Spareparts-Service

Am Kroit 7-11

83123 Amerang/Germany

Tel.: 0049 (0) 8075 / 916 0

mail: sparepart@somic.de

Please note:

- **SOMIC cannot process parts without a completed service registration-form!**
 - Please fill out a **separate form for each part.**
 - Provide **precise information!** Missing data will delay processing!
 - Please send the goods to SOMIC together with this form, carriage paid (CIP Amerang).
- Important note for non-EU customers:** Please enclose a pro forma invoice with the goods, in which you state the value of the goods as low as possible!

Reason for return / processing request

Reason for return (please mark)	Processing request (please mark)
<input type="checkbox"/> free service / warranty	
<input type="checkbox"/> Part is broken (see error description)	<input type="checkbox"/> Send new part (chargeable)
<input type="checkbox"/> Part was wrongly delivered by SOMIC	<input type="checkbox"/> Provide a cost estimate (chargeable)
<input type="checkbox"/> Part was wrongly ordered by us	<input type="checkbox"/> Repair / refurbish part
<input type="checkbox"/> Return of Rental Unit	<input type="checkbox"/> Replace with correct part
<input type="checkbox"/> Other, please enter below	<input type="checkbox"/> Other, please enter below

Replacement already received? NO YES, with delivery _____

Part data

SOMIC-Item no.:		Quantity:	
Name:		Serial no.:	
For electrical parts - equipment label no. (xx-xxxx):			
Machine-Order-No.:	N-	Dismantled on:	

Error description

What error have you identified?

Customer Data

Customer Name: _____	Contact person (for queries):
Customer Account: _____	First name: _____
Address: _____	Surname: _____
_____	email: _____
_____	Phone _____
Date: _____	Sign: _____