



## CUSTOMER PAID REPAIR ORDER FORM

*FINISHED PRODUCT/COMPONENT (delete as appropriate)*

**No.....date.....\***

*(\* to be filled in by Anwis)*

### **CUSTOMER:**

Name of company.....

Contact person data.....

Tel. no., e-mail.....

Address.....

### **PRODUCT:**

Name of product.....

Quantity, colour.....

Package/s dimensions: width. .... mm, length. .... mm , height. ....mm , quantity..... pcs.

Order/ invoice number.....

Method of delivering the goods to Anwis: ☐ Anwis transport\*, ☐ Own transport, ☐ Courier\*\*

Date of dispatch/ transfer of goods.....

### **Precise description of damage/ defect to be repaired:**

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### **Attachments:**

☐ Product, ☐ A copy of order form/ invoice/ receipt ☐ Acknowledgement of receipt of the goods by the driver (WZ)

By signing the notification form I declare that I accept the ANWIS Repair regulations (to be found on page 2 of the notification form).

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*Customer's signature*

\* Anwis transport- the goods are collected by Anwis regular transport drivers on the scheduled days of delivery only

\*\* The goods are sent via a courier service at customer's cost

## REPAIRS NOT COVERED BY WARRANTY PROVISIONS

### General information.

1. On dealer's request Anwis carries on post-warranty repairs of goods manufactured by Anwis. The repairs are done on a commercial basis; goods by other manufacturers will not be repaired.
2. The requests should be submitted using the form available at [www.Anwis.pl](http://www.Anwis.pl). The repair request form must include description of the problem as well as information concerning the way the goods will be delivered to Anwis, their estimated weight and dimensions (needed to organize shipment).
3. The repair request forms can be sent to:
  - [naprawy@anwis.pl](mailto:naprawy@anwis.pl) - Polish
  - [repairs@anwis.pl](mailto:repairs@anwis.pl) – English
  - [reparatur@anwis.pl](mailto:reparatur@anwis.pl) - German
4. The repair should be completed within 14 working days, which period may be prolonged in case of particularly complicated repairs (eg. involving paint shop) or the need to import spare parts. When repair estimate is needed, the period of completion will be counted from the day the goods are delivered to Anwis and the repair estimate is accepted by the client.
5. Anwis will not repair products requiring spare parts which are no longer available or products which were not manufactured in Anwis. In such case the costs of shipment are covered by the client.
6. The goods sent to Anwis should be well protected against damage (cardboard box, bubble wrap etc).
7. Anwis will not be held liable for damage caused in transport other than Anwis regular transport or damage caused by incorrect packing of goods (eg. ball chain wrapped around roller blind fabric).
8. The goods sent must be free from dust, dirt, moisture, grease etc., otherwise Anwis will not undertake any repair work.

### Delivery of goods for repair.

1. The dealer personally delivers goods to Anwis.
2. The goods are sent using Anwis regular transport. The Dealer notifies the company of the need to collect the goods for repair via the repair request form featuring weight and dimensions of the goods. The goods are collected by Anwis regular transport on the scheduled day of delivery.
3. Shipment via courier service is at the expense of the Dealer. Should the Dealer not wish to wait for Anwis regular transport, he can send the goods at his own expense.

### The repair procedure.

1. On receiving the goods Anwis employee responsible for repair procedure makes a valuation, which he subsequently sends to the Dealer for approval. The Dealer is granted 30 days to approve the costs of repair. Should the deadline be missed, the goods will be sent back at the expense of the Dealer.
2. If repair costs are not approved, the goods will be sent back to the Dealer at his expense.
3. The repaired goods will be sent back to the Dealer by the next regular Anwis transport and at no extra charge. Should the Dealer wish so, the goods can be shipped using UPS courier service at the cost of the Dealer.
4. If no repair request form containing a detailed description of the problem is attached to the goods delivered, the Dealer will be contacted by an Anwis employee requesting to provide the missing information. Should the Dealer fail to submit the required information within 30 days, the goods will be sent back to the Dealer at his expense.

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