

Attn: PA Labs d.o.o.  
Registration number: 3816257000

We kindly request you to provide us with replacement equipment to replace the potentially defective equipment.

**Equipment:**

**Model:**

**Serial number:**

**Technical Support Application No.:**

**Description of the problem:**

We undertake to ship the defective equipment back for diagnostic testing or pay the full price of the replacement equipment within 2 weeks from the delivery (which is proved by the signature of our employee on the documents of the shipment company).

We undertake to ship the defective equipment back in its original condition with all accessories, including the package, case, any detachable parts, etc. or to pay for any previously missing parts when collecting the complete equipment after the maintenance or if we keep the replacement equipment under the warranty.

The technical report on the diagnostic test results will be sent to the email provided below.

If the diagnostic tests show that the defect is not subject to the warranty, we undertake to pay the cost of repair up to 50% of the cost of the new equipment. If the equipment is not eligible for warranty service or repair (such as if the board is corroded or burnt by lightning), we undertake to pay 100% of the cost of the replacement provided or return the replacement equipment and collect our faulty equipment without repair.

If the defect in question is not confirmed, we undertake to cover all the shipment costs related to the equipment. We also have an option to return the replacement equipment and collect the equipment shipped for diagnostic tests.

If the defect is not eligible for warranty service or is not confirmed, we undertake to cover all your shipment costs for the equipment.

We undertake to pay within one week upon receipt of the technical report stating that the equipment is not eligible for warranty service or that the defect is not confirmed.

**Our company details:**

Company name:

Tax No. /

Tax Code:

Shipping address:

Recipient's point of contact:

Phone number:

Email:

Date: