

Date: _____

Dear Customer,

Thanks for contacting Akern technical service.

In order to serve you promptly, we request that you provide us with the following information:

CUSTOMER INFORMATION	
Full name / Institution (Final User)	
Distributor	
Contact name	
Full address for INVOICING	
Full address for SHIPPING	
VAT ID no.	
Telephone number	
E-mail address	
Opening hours	

DEVICE INFORMATION			
Device model			
Device serial number			
Fault report			
Type of maintenance	<input type="checkbox"/> under warranty	<input type="checkbox"/> out of warranty	<input type="checkbox"/> under maintenance agreement

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Optional services (on request)

<p>Certificate of Calibration</p>	<p><input type="checkbox"/> Requested <input type="checkbox"/> Not requested</p> <p>€200 - device calibration & release of the calibration certificate valid 12 months</p>
<p>Note for NON-EU customers</p>	<p><i>The return and repair of goods from non-EU countries may involve specific fiscal regulations and/or restrictions with which the customer is required to comply. The relevant procedures must be agreed with Akern or the local dealer in advance.</i></p>

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Packing list

Compulsory accessories to ship with the device

	Available	Not available
Carrying case	<input type="checkbox"/>	<input type="checkbox"/>
Battery charger	<input type="checkbox"/>	<input type="checkbox"/>
Patient cable	<input type="checkbox"/>	<input type="checkbox"/>

Other accessories shipped with the device

Electrodes	<input type="checkbox"/>	<input type="checkbox"/>
User manual	<input type="checkbox"/>	<input type="checkbox"/>
CD Rom Software	<input type="checkbox"/>	<input type="checkbox"/>
Software manual	<input type="checkbox"/>	<input type="checkbox"/>
Tester (dummy)	<input type="checkbox"/>	<input type="checkbox"/>
No. ___ spare alligator clips	<input type="checkbox"/>	<input type="checkbox"/>
Serial cable	<input type="checkbox"/>	<input type="checkbox"/>

Carefully fill this packing list. Discrepancies found by our technical dept. will be promptly reported.

Sign/Stamp:

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Shipping address:
 Akern S.r.l.
 Via Lisbona 32/34
 50065 Pontassieve (FI) - ITALY

Contacts:
 Phone: +39.055.831 56 58
 Fax: +39.055.832 35 16
 E-mail: assistenza@akern.com - akern@akern.com
 Web: www.akern.com

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