



making work easy

Please save the document locally on your computer.

You can then send the completed form to the following e-mail address:
support@renfert.com

Repair with quotation

→ A standard fee of 50.- EUR will be charged for issuing of the quotation, which will not be applied in case of executing the repair.

Repair under warranty

→ Please attach a proof of warranty (e.g. invoice); A standard fee of 50.- EUR will be charged for the inspection of the equipment in case warranty is refused; however is not to be applied in case of a charged repair.

Which target group do you belong to? *

Which target group do you belong to? *

Serial Number (See type plate on the equipment) *

Item Number (See type plate on the equipment) *

Yes

No

Mechanical defect

Technical defect

Error No.



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Detailed error description *

Dental laboratory / Dental surgery - Name *

Invoice to Dental-Depot -Name

Contact *

Contact *

Street *

City *

ZIP *

Country *

City *

Email

Country *

Phone

Phone *

Email *

Fax



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Loaner required

→ We are pleased to offer you our loaner service. A service fee of 30.- EUR per week will be charged, beginning from the date of receipt until loaner is sent back to us. In case of warranty loaner service is at no charge.

Pick up service of your defective equipment

→ Please note: Your parcel is not insured in case we arrange the pick-up. Please pack your equipment securely in the original box or in a suitable box provided. In case you need a box, please contact us by e-mail under support@renfert.com or by phone under +49 (0)7731 82 08 777.

Data protection

The information, which is or may potentially be personal data, that must be entered in the „Repair order“ form for „Contact“, „Address“, „Zip code“, „Town/City“, „Country“, „Telephone“ and „E-mail“ will be used solely for the purpose of processing your request and is lawfully obtained in terms of the legislation. In the alternative, I consent to the processing for the above-mentioned purpose.

Further information may be provided on a voluntary basis. This is not required to process your request, but may facilitate the further processing of your request. By providing the relevant data, you consent to us using the data.

After being submitted on this page, the data will be sent to the relevant department, After Sales Service, by e-mail. The After Sales Service department will use this data for all further correspondence with you and to process the request.

When the data provided to us is no longer required for the above-mentioned purpose, we will immediately delete all the data provided or, if applicable, as soon as the retention periods have expired.

Please note the information at https://www.renfert.com/miscellaneous/data_protection_policy about the data processing that we perform and which sets out your rights in this regard.