

SERVICE STAMP

Maximum repair value agreed at ..... EUR  
 Exceeding the value requires consent by a email/phone/SMS.  
 Expected repair completion date .....



Date received: \_\_\_\_\_ No.: \_\_\_\_\_

Client / Customer		Product	
Name		Brand	Work hours
Company		Product	
Address		Model	PIN CODE
Phone No.		Catalogue No.	
E-mail		Serial No.	

Description of task: Fixed price Service  Repair  Demand for warranty  Quote/offer

Faults reported	
Machine description / Accessories	
Service recommendations / Remarks	

List of spare parts used for repair	Catalogue No.	Description	QTY	Price	Comment	

Date of notification on repair completion	Technician	Number of km (serviceman visit) X 0,45eur	Parts cost	Labour cost	Material cost	Total cost
Customer was contacted by: <b>*PHONE / MAIL / SMS</b>	Date Answered / Not answered*	Date Answered / Not answered*	Date Answered / Not answered*	Date Answered / Not answered*		

**PRODUCT SAFETY**

Client Damaged safety elements: .....

- I hereby accept the conditions and entitle the holder of the form to reclaim the equipment.
- Parts return after the repair (does not apply to repairs in case of a valid complaint) YES\* / NO\*
- If the subject of the complaint is not reclaimed in the agreed time, the ordering party shall be requested in writing to reclaim the repaired item within 14 days of receipt of the notice. Upon ineffective expiration of the indicated time a fee shall be imposed for a non-contractual storage of the repaired item in the amount of 3,00 EUR per day.
- The ordering party gives consent\* / does not give consent\* for his/her personal data to be processed and used by the personal data service for information and marketing purposes referring to the repaired item.

\*delete as appropriate

Receipt

Signature of the client / customer  
 Signature of the dealer / technician

Return

Data .....  
 Signature of the client / customer .....  
 Signature of the dealer / technician

I hereby confirm the receipt of the product with no reservations. Machine working\* / not fixed\*

## GENERAL CONDITIONS AND SERVICE REGULATIONS

Dear Customer, thank you for entrusting us with fixing/verifying your equipment. Every effort will be made to provide the service at the highest standard and as fast as possible, however due to reasons beyond our control the repair time may be extended due to the unavailability of spare parts. We hereby inform you that the service scope shall be precisely specified allowing for quick diagnostics of the machine and determining the scope of repair. The service will each time issue recommendation / suggestions for comprehensive machine repair and parts / components replacement, to fully restore machine's functionality and factory specifications. The ordering party can voluntarily determine the scope of repair on the basis of service's suggestion.

For valid complaints equipment repair is free of charge in the scope under warranty or responsibility resulting from general regulations. In case of such a repair, there may be a need to perform extra actions not included in warranty repair (maintenance, day-to-day service). Such service will require your approval and will be paid, a service representative will inform you about it before carrying it out.

The condition of carrying out a service / repair job as part of a complaint is reporting the fault and presenting required documents according to the rules specified in the guarantee card and other regulations governing the complaint process. In case of reporting a fault, which will not be qualified as a legitimate claim, the service will estimate the repair cost and will require approval of the customer / client to complete it.

**For warranty and non-warranty repairs of Yamabiko GROUP products, the service obligatorily uses only original spare parts, ensuring the original product specifications.**

**Applying other parts/substitutes requires customers / clients' approval. Any possible claim on this account shall be directed to the Service where these components were used.**

### SERVICE/REPAIR COST

The client / customer shall be informed by the Servicing dealer taking the order about the total cost of the repair and possible extra costs. The basic repair price is based on the price list of each Servicing Dealer.

In many cases precise technical assessment and price estimation will be possible after the machine disassembly in the scope necessary to determine the necessary repair actions. In case of resignation of the customer, the machine's reassembly using the same components does not guarantee the functionality of the machine as when placing the order.

Technical verification / assessment of value and repair scope is free of charge if it forms the basis for ordering the repair in the scope defined by each service.

In other cases, it is a paid service and its price depends on its scope. The price and scope of the service (return of the assembled or disassembled machine in case of verification) is each time determined by the Service taking the order.

### SERVICE WARRANTY

The warranty for the service lasts for 3 months from the day the product is returned and covers only those components that were repaired. The condition for warranty to be valid is the repair carried out in the scope described by the service.

The basis for the above warranty is presentation of a repair protocol with the payment document. Service complaints are handled only by the Service where the repair was carried out.

For an effective repair and diagnosis of the machine, practical tests carried out by a service employee will be necessary according to the machine's intended use and operating conditions, as described in the operating manual.

### SAFETY DECLARATION

The Service is always obliged to check all the safety elements your machine has been equipped with by the manufacturer. This also applies to machine elements that are dangerous for the operator and other people after normal wear and tear. In each machine, these elements will be verified and in case they are missing or faulty, they will be fixed and supplemented, which will incur some costs. If the client / customer does not agree for such a service, we would like to ask you to sign the following declaration.

***I hereby declare with my signature that I have been informed about the damages or missing safety equipment and I have not agreed for them to be fixed or installed. I am aware of the danger resulting from it and in case of an accident I will not have any claims towards the service that carried out the repair on the machine. This declaration also applies to the third party that according to my knowledge and consent shall use the product without safety equipment listed overleaf.***

.....  
Signature of the Client / Customer