

Repair consignment note (End customer)

Please complete and enclose separately with each item.

ULTRASONЕ Just Listen GmbH
Service/Repair
Gut Raucherberg 3
82407 Wielenbach
Germany

Customer service
 Phone: +49 (0) 881 9011500
 Mail: info@ultrasone.com

In order to be able to process your complaint as quickly and efficiently as possible, we kindly ask you to provide us with further information regarding your return. Please fill in all fields carefully and send the completed repair form to your ULTRASONЕ contact person. Thank you very much.	Your reference/order	
	Return number (RMA) (if you do not know them yet, please contact your ULTRASONЕ contact person)	

1. Order customer

Customer / invoice address	
Order date:	First name:
E-Mail:	Last name:
Phone:	Street:
Fax:	Postcode / City / Country:

Article details		<input type="checkbox"/>	<input type="checkbox"/>
Designation:		New	Used
Serial no.:			
Item no.:			

Reason for return		
Replacement (new delivery)	Warranty	
Repair (incl. cost estimate)	Conversion (incl. cost estimate)	
We hereby give you a repair or conversion cost approval until EUR USD <small>(If the repair or conversion costs exceed your price approval, we will contact you)</small>		
I agree to the collection and processing of my data by ULTRASONЕ AG and have read and accepted the enclosed „Written consent accordance to data protection“ for the collection and processing of personal data by ULTRASONЕ AG.		
Signature	Plain text	Company stamp, if applicable

Error description (add separate sheet or photos if necessary)
<small>We want to carry out your repair quickly and flawlessly, so please provide us with a detailed description of the fault.</small>

In order to be able to process your complaint as quickly and efficiently as possible, we kindly ask you to provide us with further information regarding your return. Please fill in all fields carefully and send the completed repair form to your ULTRASONE contact person. Thank you very much.	Your reference/order	
	Return number (RMA) (if you do not know them yet, please contact your ULTRASONE contact person)	

2. Service report / cost estimate ULTRASONE

Please do not fill in, will be filled in by ULTRASONE AG!

Findings

Measures

Repair estimate		
The submitted article has been completely checked:		Settlement
Repairable:	Yes No	Customer
Repair costs:*		Warranty
Expected delivery date:		Project internal
<i>Internal note, verified by (name, date, signature):</i>		

*Prices incl. VAT, repair estimate, shipping & handling costs

3. Decision customer

Your decision

Yes, we instruct you to repair the item, charging the repair estimate (Please send an official order)
No, please dispose of item (Please confirm in writing)
No, please dispose of item and offer new unit (Please confirm in writing)
No, please return item (Please confirm in writing & additional shipping & handling charges may apply).
I would like to view the (internal) service log

Your written confirmation:

Signature	Plain text	Company stamp, if applicable
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Written consent accordance to data protection

Declaration of consent for the collection and processing of data by ULTRASONNE Just Listen GmbH. The personal data on page 1, no. 1 of this repair certificate are collected and processed for our repair service. These data are stored on the server of ULTRASONNE Just Listen GmbH and can only be viewed by authorised persons. We assure you that the data processing carried out by us is based on the applicable laws and is necessary for the conclusion of the contractual relationship. Furthermore, the user's consent is required for any further data collection.

User rights

The undersigned has the right to revoke this consent at any time without giving reasons. In addition, the data collected can be corrected, deleted or the collection restricted as required. You can request a detailed description of the scope of the data we collect at the address below. Data transfer can also be requested if the undersigned wishes to transfer his or her data to a third party.

Consequences of non-signing

The undersigned has the right not to agree to this declaration of consent - however, as our repair service is dependent on the collection and processing of the data specified on page 1, no. 1 of this repair slip, failure to sign would prevent the service from being used.

Complaints, requests for information and other concerns should be sent to the following address:

ULTRASONNE Just Listen GmbH
Gut Raucherberg 3
82407 Wielenbach
GERMANY

Rights of the data subject: Information, correction, deletion and blocking, right of objection

In accordance with § 15 GDPR, you are entitled to request comprehensive information about the data stored about you from ULTRASONNE (contractual partner) at any time.

In accordance with § 17 GDPR, you can inform ULTRASONNE (contractual partner) about the correction, deletion and blocking of individual personal data at any time. Business documents such as invoices and delivery notes are deleted in accordance with the statutory retention period.

You can also revoke your right of revocation at any time without giving reasons, make use of the declaration of consent with effect for the future and amend it or revoke it completely. You can declare your revocation to the contractual partner either by post or e-mail.