

Accompanying document for repairs

Dear customer!

You wish to send us a TOX®-component for repair.
To this end, please observe the following procedure:

- 1** Please fill in this form. A repair can be carried out only with this accompanying document!
- 2** Send the filled in form via e-mail to:
repair@tox-de.com before the dispatch.
- 3** You will then receive the following documents from us via e-mail. Please print them out and use them as follows:
 - a **delivery note** with barcode which you include in the consignment
 - an **address label**, which you attach to the outside of the consignment
- 4** Please also include a **copy of this accompanying document** in the consignment.

Please note that the address label is not a shipping document!

Price-Information

To determine the extent of repair, your TOX®-component must be disassembled and checked. These costs are included in the cost estimate. If no repair is ordered, the following costs are incurred for the preparation of the cost estimate as well as dismantling, cleaning and inspection:

- Flat rates for TOX®-drives:

TOX®-Powerpackage Type 001 – 004: € 300,00
 TOX®-Powerpackage Type 008 – 015: € 370,00
 TOX®-Powerpackage Type 030 – 050: € 500,00
 TOX®-Powerpackage Type 075 – 200: € 700,00

TOX®-ElectricDrive Type 002 – 030: € 230,00
 TOX®-ElectricDrive Type 055 – 200: € 300,00
 TOX®-ElectricDrive Type 240 –1000: € 600,00

- The costs for making a estimate for the repair of other TOX®-components (e.g. control systems, process monitoring, etc.) are calculated according to actual expenses.

Customer data

Company:

Department:

Name, First Name:

Adress:

Tel.:

E-mail:

Delivery address (if different):

Billing address (if different):

Order number (if available):

Technical contact partner (for queries):

Tel.:

E-mail:

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Product details (see type plate)

<input type="checkbox"/> TOX®-Powerpackage	<input type="checkbox"/> TOX®-ElectricDrive	<input type="checkbox"/> TOX® Control System
<input type="checkbox"/> TOX®-Process Monitoring	<input type="checkbox"/> Other TOX®-component:	
Type / Designation:		
TOX®-Material number:		
TOX®-Serial number:		
Or alternative: disassembled from the following module with obligatory statement of serial number:		

Repair details

<input type="checkbox"/> Claim	Claim number (if available):
<input type="checkbox"/> Standard repair	<input type="checkbox"/> With cost estimate
<input type="checkbox"/> Emergency repair	An emergency repair is carried out at an extra charge and without cost estimate. An advance notice of the emergency repair is absolutely essential.
<input type="checkbox"/> Detailed repair report with photo documentation (cost € 90,00) <input type="checkbox"/> Standard repair report (free)	
Damaged or defect parts are disposed by TOX® PRESSOTECHNIK after diagnosis. If you don't agree, please state this here:	
<input type="checkbox"/> Please return defective parts (subject to shipping charges)	

Description of fault / Reason for delivery

<input type="checkbox"/> Preventive maintenance	<input type="checkbox"/> Mechanical fault	<input type="checkbox"/> Electrical fault
<input type="checkbox"/> Error report file (BugReport.zip) via e-mail		
Data backup: <input type="checkbox"/> Yes <input type="checkbox"/> No		
Description of the fault:		
<input type="checkbox"/> Sporadic fault	<input type="checkbox"/> Permanent fault	

Return shipment (Desired type of shipment)

<input type="checkbox"/> Standard	<input type="checkbox"/> Next Business Day
<input type="checkbox"/> Special transport	<input type="checkbox"/> Pickup in Weingarten

Attention!

Please ensure that no add-on parts are still attached to the TOX®-component!