



# REPAIR REQUEST FORM



Please complete the form:

## FOR CUSTOMER

Name		City	
Company Name		State	
Address		Zip Code	
		Phone	
		Fax	
		Email	

## DEVICE INFORMATION

Model/Name		Serial Number	
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## DESCRIPTION OF THE PROBLEM

Describe the problem and its frequency:	Frequently	<input type="radio"/>
	Occasionally	<input type="radio"/>
	After prolonged use	<input type="radio"/>
	Power on	<input type="radio"/>
	Other	<input type="radio"/>

## WARRANTY

Is this a warranty request?		YES <input type="radio"/>	NO <input type="radio"/>
Date of purchase		Attach the bill of sale or proof of purchase	
<b>The request for warranty repair is subject to approval of the Studioemme after checking if the warranty terms are applicable to the fault.</b>			

### INSTRUCTIONS:

- Complete this form, sign it and send it to Studioemme: [aftersales@studioemme.it](mailto:aftersales@studioemme.it) or Fax +39 051 6417511
- Wait the answer to your e-mail or your fax with further instruction and, if applicable, with the RETURN CODE
- If the repair will last more than 5 days (excluding shipping time), you can request the loaner welding unit. For additional information about the conditions and the costs please contact Studioemme.

### Optional: Please complete the form:

Do you need the loaner welding unit during the repair?	YES <input type="radio"/>	NO <input type="radio"/>
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Date	Signature
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## RESERVED STUDIOEMME

SHIP THE DEVICE YES <input type="radio"/> NO <input type="radio"/>	Ship the device to this address	Further instructions
RETURN CODE		Use the following carrier

### If you get the RETURN CODE:

- Use the original packing and secure your equipment carefully in a box with suitable packing material to ensure proper protection during shipment

**Studioemme cannot be held responsible for equipment that is damaged or lost in shipping. Therefore, we strongly advise that you follow these instructions carefully. Studioemme will not collect shipments without RETURN CODE.**

- Include this form and any applicable warranty documentation in the box and clearly record the RETURN CODE on the delivery note.
- Use the carrier, provided above (see the table), that provides tracking information for the package.
- If the repair is out of warranty, shipping expensive will be charged to the customer.
- Ship your package to the location provided above (see the table).
- You will receive a confirmation receipt and, if applicable, an estimate of duration of repair and the costs. If you do not have an email address, the confirmation will be sent via Mail.