

To be filled in by Zimmermann IT:

RMAA

KVA: FD:

## **Service form**

for repair and service requests.

Please send the goods with this completed form sufficiently stamped and well packaged to:

**Zimmermann Electronic Vertriebs GmbH**  
**RMA-Abteilung**  
**Spreestr. 2**  
**64295 Darmstadt**

### **Contact information for inquiries:**

**Phone:** 06151 / 6669 - 600

**Email:** support@zimmermann-it.solutions

### **Customer Information**

Customer no. (if available):

Invoice no. (if available):

Company name:

Name / Representative:

Invoice address:

Shipping address (if different):

Phone:

Email:

### **Device Information**

Manufacturer / Model:

Device serial no.:

### **Included accessories \***

Power supply    Bag/Sleeve    Mouse    Stylus    USB flash drive    USB SSD/hard drive

Other:

\* Please only include accessories that are necessary for the diagnosis/repair.

#### **1. Brief description of the problem / Service request:**

#### **2. How does the problem occur?**

immediately    delayed    sporadically

3. **Username/Password (Operating System):** Yes / No

**BIOS Password:** Yes No

#### 4. **Cost Estimate / Fault Diagnosis**

I authorise Zimmermann Electronic Vertriebs GmbH to perform the repair as follows:

Creation of a **cost estimate** for € 50,- incl. VAT **and** creation of a **repair quote** (for partial or obvious hardware defects). \*

Creation of a **full diagnosis** incl. a **cost estimate** for € 75,- incl. VAT **and** creation of a **repair quote** (for non-obvious hardware and software problems such as insufficient performance, a system running "not smooth" or if the device won't turn on).

I do not wish a **repair** but another service (see other points).

\* The costs of € 50,- only applies if the repair offer is rejected after the repair quote has been created. If the repair quote is accepted, the € 50,- won't be charged.

\*\* The diagnosis fee of € 75,- will always be charged and is not eligible for refund.

#### 5. **Express Service**

Repairs usually take about 4-7 business days (when the device is submitted by 1:00 p.m.). All devices are processed chronologically. If you wish an express service, we charge an additional fee of € 50,- incl. VAT and prioritize your request. The next available technician will then process your request accordingly. This will shorten the processing time - excluding lead time for spare parts - to about 1-2 business days.

I do wish an express service.

I do not wish an express service.

#### 6. **Data Backup**

I am aware that Zimmermann Electronic Vertriebs GmbH is not responsible for any data loss, and I am responsible for creating functional and complete backups myself.

I authorise Zimmermann Electronic Vertriebs GmbH (if technically possible) to  
create a backup of the user data on an own storage device or new data carrier (additional hardware costs will apply) for € 60,- incl. VAT.\*  
the creation of an advanced data backup of the complete system as an image on an own storage device or new data carrier (additional hardware costs apply) for € 120,- incl. VAT. \*\*

I do not wish any data backup.

\* Only your personal data such as images, documents, music, etc. are included in the backup, located in the Windows user folder. Installed programs and data located outside of the user folders are not included.

\*\* The entire system, including programs and operating system, is secured as an image and adapted to new hardware during restoration if necessary. We cannot guarantee a functioning system on different hardware in every case! Non-functional backups won't be charged.

Your personal data will be treated confidentially. The data will only be saved on our systems temporarily and securely deleted after the process has been finished.

#### 7. **Cleaning**

I would like to have my computer cleaned in- & externally with compressed air for € 30,- incl. VAT.  
I do not wish to have my computer cleaned.

#### 8. **Pickup / Shipping**

I would like the goods

to be picked up by myself at Spreestr. 2, 64295 Darmstadt (free of charge).  
shipped to me (only laptops/small parts, only within Germany, for € 8,90 incl. VAT, shipping by DHL).  
delivered by the Zimmermann courier within Darmstadt (for € 25,- incl. VAT).

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I hereby confirm this service request:

Items accepted with reservations  
(for on-site submission):

Date, customer/authorized representative's signature

Date, employee's signature