

# FIXED PRICE REPAIR FORM

We want to make the post-warranty repair process as simple and efficient as possible and avoid prolonged periods where you do not have your device. Therefore, we now offer a 5-working-day<sup>1</sup>, fixed price repair option<sup>2</sup>. Before dispatching the device please contact your local dealer (or SOMNOmedics directly) to receive a return merchandise authorization (RMA) number.

To ensure a timely repair – return the broken device with its battery<sup>3</sup> and flashcard/memory card (if available), complete this form fully, carefully package the device and send with sufficient postage to:

**SOMNOmedics AG | Repairs | Am Sonnenstuhl 63 | D - 97236 Randersacker, Germany**

Customer number

Contact person

Customer address

E-Mail address

Phone / Fax

### RMA - number

Please inform us about the defect in advance, in order to obtain an RMA number.

Service-hotline:

**866 361 9937**

E-Mail:

**service@somnomedics.de**

### Please select

Product	Please select	
	Fixed price per device Repair within 5 working days <sup>1,3,5</sup>	Cost estimate Return shipment after appr. 4 weeks <sup>5</sup>
SOMNOscreen® plus   SOMNOscreen® HD   SOMNOscreen® Eco	\$ 545 <sup>4</sup> <input type="checkbox"/>	<input type="checkbox"/>
SOMNOtouch® RESP	\$ 450 <sup>4</sup> <input type="checkbox"/>	<input type="checkbox"/>
SOMNOWatch® plus   Headbox (SSC, SSC HD, SSC Eco)	\$ 235 <sup>4</sup> <input type="checkbox"/>	<input type="checkbox"/>
Radio transmission module	\$ 275 <sup>4</sup> <input type="checkbox"/>	<input type="checkbox"/>
Cameras	\$ 250 <sup>4</sup> <input type="checkbox"/>	<input type="checkbox"/>
Sensors	<input type="checkbox"/>	<input type="checkbox"/>



### Error Description

A detailed description of the reason for return is needed and must be exact. "Defective"/ "Broken" is not sufficient and will lead to unavoidable delays in processing.

Serial number:



Place and date

Stamp / Signature

<sup>1</sup> From the day of arrival at SOMNOmedics.

<sup>2</sup> We reserve the right to prepare a cost estimate if your device shows evidence of being damaged as a result of excessive corrosion or current, heat, moisture or vibration; improper or inadequate maintenance or modification and operation outside the product's specifications.

<sup>3</sup> It is essential for the correct functioning of the SOMNOscreen™ device that the battery be in the device at all times. Should the SOMNOscreen™ be sent in without a battery, we will return the device with a new battery and the cost of the battery will be added to your invoice.

<sup>4</sup> Prices excluding VAT and shipping costs.

<sup>5</sup> (Chargeable) replacement device optional.


Prices for repair loaner: SOMNOscreen® plus, SOMNOscreen® HD, SOMNOscreen® Eco \$ 350 (each), SOMNOtouch® RESP \$ 140 (each) SOMNOWatch® plus \$ 100, Radio transmission module \$ 300.

# FIXED PRICE REPAIR FORM

Instructions and labels for packaging and return

## Return of devices and batteries



 Important: Enter your telephone number in the corresponding information line of the sticker.



**UN 3480**

PHONE: \_\_\_\_\_

Please use this imprint for separate batteries without device and accessories.



**UN 3481**

PHONE: \_\_\_\_\_

Please use this imprint for batteries in devices or with accessories.

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Instructions and labels for packaging and return

## Return of devices and batteries



For batteries sent by aircraft whether they are packed single, with or inside a device, please always use this additional label with the previous ones.

For further information or in case of any questions please do not hesitate to contact us under our well-known contact details.