

1

**CONTACT DETAILS** (please complete)

Company: _____

Surname, first name*: _____

Street, No.*: _____

Postcode, Town*: _____

Country*: _____

Telephone number*: _____ (for enquiries)

Email*: _____ (for enquiries)

2

**RETURN ADDRESS** (if different)

Surname, first name: _____

Street, No.: _____

Postcode, Town: _____

Country: _____



Please note! If no return address is provided, the item will be returned to the contact details given above.

4

**DESCRIPTION OF THE FAULT**

How does the fault occur?

☐

always

☐

only in the vehicle

☐

occasionally

☐

only in SAT mode

☐

after a few minutes

☐

only in DVB-T mode

What exactly is happening?

Please describe the fault in as much detail as possible. What should be happening instead? What exactly isn't working? How can the fault be reproduced?



Please ensure your description of the fault is accurate and detailed. Terms such as 'defective' are insufficient and may significantly delay the processing of your enquiry.

ADDITIONAL INFORMATION

Vehicle manufacturer: _____

Date of first registration: _____

3

**PRODUCT INFORMATION**

Product name*: _____

Serial number*: _____

This can be found on the sticker on the back and begins with Pxxxxxx.

Date of purchase: _____

Where purchased?: _____

(Retailer, online shop, manufacturer)

5

**BEFORE SENDING – PLEASE NOTE**

Use the original packaging where possible



Enclose the completed service form



Enclose a copy of the proof of purchase, invoice, delivery note or vehicle registration document (proof of warranty)

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**RETURN ADDRESS****alphatronics GmbH**

Technical Customer Service

Breitengraserstraße 6

90482 Nuremberg



Date and signature*: _____