

Product Return Form

Before sending back products please read carefully all product manuals and FAQ section on product. Type or fill using capital letters.

Date:

Subject:

Senders information

Company

Name

Address

Phone number

E-mail

Distributor if you bought not from us

Date of purchase

Product information

Product name

Serial number

Software you are using

Software version

Warranty seal condition

LED status

Computer information

Processor

Operating system

RAM

Software / Drivers for equipment installed

Settings of LPT or specification of USB port

Car information

Brand

Model

Year

Cable type used

Procedure description

Below description should include step-by-step description of all activities that invokes a problem. Please make your problem description as specific as possible - you can increase speed and chance to resolve a problem. This description should be included either what is known to work correctly, either what is failing. Copy all error reports too. Your comments and descriptions of expectations are welcome.

WRITE A DESCRIPTION HERE

Attention:

You may be required to present proof of purchase documents.

1. You must attach a corresponding invoice together with application form. Invoice should include full equipment name, serial number. **When shipping from outside of EU (European Union):** The price in the Invoice must not exceed 10.00 EUR, also you have to notice "FOR REPAIRING" in the Invoice.
2. You can only cancel invoice within warranty period days from date of purchase except the special case.
3. The return products must include accessories, if they used during test and problem invoked.
4. If the packing and/or the product is found opened in case of a "Product Return", a handling fee will be charged depending on damage cost.