

AFTER SALES SERVICE REQUEST FORM

☐ Product returned under warranty

☐ Product returned not under warranty

I hereby,

☐ Mrs/Ms

☐ Mr

Surname:

First name:

Client reference:
(visible on the invoice)

Address:

Post code:

City:

Telephone:

E-mail:

Notify you of my after sales service request for the products listed below:

ORDER NUMBER:
(visible on the invoice and in the order confirmation e-mail)

Order delivered on .. / .. /

Products returned:

| Article(s) | Reference number(s) | Serial number(s): | Quantity | Price per unit |
|------------|---------------------|-------------------|----------|----------------|
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(If there are more products, list them on plain paper or on the back of this document.)

I am aware that:

- “ The products must be returned carefully wrapped, preferably in their original packaging. Focal reserves the right to reject any package which is insufficiently wrapped.
- “ If possible, I can return only the defective parts to avoid extra delivery costs.
- “ Focal requires the return of any defective speaker drivers before replacement, regardless of the reason for the defect.
- “ Return delivery costs are at my expenses (with the possibility of a refund if the diagnosis reveals a latent defect or a non-conformity).

I am aware that:

- “ The products must be returned along with a copy of the purchase invoice;
- “ and if possible, the warranty certificate provided by Focal-JMLab, which indicates the warranty period for the products.
- “ A Focal technician will carry out a diagnosis of the equipment to confirm whether the equipment returned will be covered under warranty.

In case the equipment is not covered under warranty, a cost estimate for handling fees and delivery will be submitted to the client for acceptance. If the cost estimate is refused, the customer has the following choices:

- Reclaim the equipment, with the acceptance of delivery fees and handling fees.
- Request that the equipment be destroyed, with no costs being incurred.

The cost estimate is valid for 6 months.

- “ If the customer fails to reclaim the equipment from the After Sales Department within 6 months after the acceptance of return, Focal reserves the right to scrap the equipment.

Signed in:

on:

CUSTOMER SIGNATURE: