Repair submission form

TLS - BOCA Systems - Am Leutenhäuser Berg 29 - D-34376 Immenhausen

Send your printer(s) to:

TLS - Boca Systems
Attn: technical service
Rochussenstraat 291 B
3023 DE Rotterdam
The Netherlands
E-Mail: expeditie@tls-bocasystems.com

For further information please contact:

TLS - Boca Systems
Am Leutenhäuser Berg 29
34376 Immenhausen
Deutschland
Telefon: + 49 (0) 56 73 / 911 566
E-Mail: tls-de@tls-bocasystems.com

Please let your forwarder use the "expeditie" email address for the tracking of your parcel(s).

Repair conditions and checklist:

1. Please enclose this form fully filled out with every submission. Only then your submission can be processed!
2. An RMA number is not required.
3. Please make sure that the packaging is appropriate.
4. Send in the BOCA printer without cables and accessories.
5. **We require approx. 50 ticket blanks per printer of the ticket material currently in use** to correctly adjust the BOCA printer.
6. After we have received your submission at our main office in Rotterdam, you will receive a cost estimate by e-mail.
7. By sending in the repair, you agree that a minimum diagnostic fee of €80 + postage will be charged.
8. Repairs covered by the warranty are processed with a cost-neutral cost estimate. This serves as documentation.
9. Please check all details on the cost estimate, including the billing and delivery address. Please inform us of any change requests at short notice. No changes are possible after the invoice has been issued. We therefore ask for your understanding that any subsequent changes to the invoice will incur a net charge of €45.
10. For submissions outside the EU, please include the needed customs documentation. Costs incurred for customs clearance will be charged on the cost estimate.

Standard cost rates (without spare parts):

Basic flat rate for repair (diagnostic fee)	80,-	€
Work according to expenditure (1 hour)	90,-	€
Preventive maintenance incl. cleaning and update	160,-	€
Opto-sensor calibration	40,-	€
Cutter unit repair	75,-	€
Logic board repair	175,-	€

All prices quoted are excluding VAT.

Please fill in the fields on page 2 and if necessary 3 carefully.

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Customer number (if known)	

Binding invoice address	Binding delivery address

Contact for questions	
Name	
Phone number	
E-Mail	

Contact person for return shipment (if different)	
Name	
Phone number	
E-Mail	

Serial number BOCA-printer	Fault description

If the number of lines is insufficient, please use page 3 for more BOCA printers

Comments	

With the following signature, I accept the conditions of submission stated on page 1 of this form

Date		Signature

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