



## SERVICE FORM

<b>Name</b>		
<b>Company</b>		
<b>Device</b>		
<b>15 digit PV code</b>		
<b>Serial number</b>		
<b>PREVAC system number / PREVAC order number</b>		
<b>Warranty</b>	<b>YES</b>	<b>NO</b>
<b>Date of purchase</b>		
<b>Description of the fault</b> (note: please describe the problem as accurately as possible)		
<p style="text-align: center;"><b>Remote service</b></p> <p>PREVAC specialists are able to perform in-depth diagnostics using electronic remote support solutions. Remote access accelerates the diagnosis stage and greatly shortens the time required to effect repairs.</p> <p>In the case of a service request which is not covered under warranty, we will request your consent to try to <b>resolve the issue in the first instance using remote assistance. The flat-rate remote assistance fee is EUR 200 (remote assistance does not exceed 4 working hours). We will issue a sales invoice for this amount upon receipt of your written consent.</b></p> <p>If the remote support option is not chosen, we will estimate the cost of the service based on the description of the issue and provide a corresponding quotation. A formal diagnosis and repair will be carried out only after the acceptance of the offer. The remaining terms of the service are specified in the General Warranty Conditions or the General Commercial Terms for the repair of devices at the PREVAC sp.z o.o. website, available on the website <a href="https://www.prevac.eu">https://www.prevac.eu</a></p>		
<b>Consent to the implementation of the application during remote connection - as specified in point. Remote service</b>	<b>YES</b>	<b>NO</b>

