

# REPAIR TICKET



123 US Hwy 46, Fairfield NJ 07004 Tel: 973-377-5056

## Customer Information

First Name \_\_\_\_\_  
Last Name \_\_\_\_\_  
Address \_\_\_\_\_  
City/State/Zip \_\_\_\_\_  
Phone \_\_\_\_\_ Alt Phone \_\_\_\_\_  
Email \_\_\_\_\_

## Product Details - Please do not include accessories unrelated to the issue you're having\*\*

Model \_\_\_\_\_  
Serial Number \_\_\_\_\_

## Describe the problem with your unit – Be specific


- Check if item has been serviced previously. Approximate date of prior service. \_\_\_\_\_
- Warranty (include original sales receipt)       Rework (order# \_\_\_\_\_)
- Pre-approved to \$ \_\_\_\_\_

**Terms of Service:** To better serve you, Hensel-USA provides a free, flat rate estimate. This usually takes two business days. Certain products may take longer. Upon further inspection, should it be necessary (i.e. liquid or sand damage), a re-estimate will be provided. You will again have the option of refusal at no additional cost.

Hensel-USA makes every effort to ensure a quick turnaround on your repair. Parts delays are out of our control. We will notify you by email regarding any such delay and update you as possible.

Hensel-USA warranties repaired items to be free from defect for a period of 90 days.

\*\*Only accessories that are directly related to the problem, or otherwise for protection (i.e. light modifiers, power cords) should be left with your equipment. Hensel-USA accepts no liability for missing or otherwise damaged components.

Repaired products unclaimed after 90 days of completion (or refusal) date will be discarded