

Customer service request form

Please fill in this form and enclose it within your device.

Enagic Europe GmbH
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40210 Düsseldorf
Tel: +49 (0)211-936570-00
Tel.Service Dept: +49 (0)211-566158-30
Fax: +49 (0)211-566158-49
E-Mail: service@enagiceu.com



Enagic Europe GmbH



Customer:

ID No :

Model:

First Name:

Serial number:

Last Name:

Date of purchase:

Address:

Attention please:
1) Please empty the chamber of the electrolysis enhancer liquid before sending the machine for repair or better keep it if it is not part of your problem.
2) Make sure that all hoses are sealed, either by a red cap or tape to avoid water coming out. Please do not remove any hoses.
3) Send your machine yourself to the above address. Do not send your machine without prior contact to Enagic's Service Team.
4) Send your machine well-protected in a shipping carton and padding. Enagic does not take any responsibility for damage caused during transportation.

Phone:

Fax:

E-Mail:

Error Description:

Please describe the problem as exactly as possible (not just "does not work"). Give us more information about the issue and let us know when you last cleaned your device.

Please note:

The cost of "deep cleaning", damage due to improper handling and poor packaging are not covered by warranty. If there is any service needed which is completely covered by the warranty, Enagic will pay everything including the shipping costs (up to 40 €). In this case please send us the receipt of your shipping company, to get the refund.

Filled in by Enagic:

Date of arrival: _____			Deliverer: _____			State: _____		
Accessoires:	<input type="checkbox"/> HG Filter	<input type="checkbox"/> Secondary Stand	<input type="checkbox"/> Diverter	<input type="checkbox"/> Enhancer	<input type="checkbox"/> Hoses	<input type="checkbox"/> Flexible Pipe	<input type="checkbox"/> Others	_____

With my signature, I impart the order in accordance with this order form and certify that I have read and understood all terms and conditions carefully.

Place and date:

Signature (customer)