

## Important references concerning collection/Pick up

Dear customer,

we have arranged a pick up. Please consider the following points:

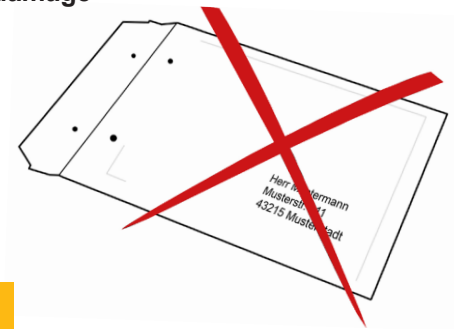
- Goods / devices have always to be packed in to one package and have to be well padded!!!**  
 ( Package has to withstand a drop from 1 meter height without damage! )  
**Never use an envelope, padded envelope, plastic box or the like!!!!**
- Include this accompanying letter, the repair order or RMA form properly completed with the goods/device.
- Carefully seal the package. Package must not weigh more than 20kg and/or the girth may not be greater than 300cm. If that should be the case, pick up has to be via a forwarding service!

Only if all these points are considered a save transport of your goods / devices can be ensured. **In the case of non-observance no guarantee can be granted for damage or loss during transport. RD-Trade is in no way liable to pay damages.**

For further information call: **0 21 66 / 9 98 98 - 40**

We will be glad to help.

Your team of  
 RD-Trade



## Repair Order / Repair Acceptance Form

Practice-Stamp/Address

Contact person:

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Signature:

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Manufacturer:  \_\_\_\_\_  KaVo  NSK  Sirona  W+H  Bien Air

Device:  \_\_\_\_\_  Turbine  Handpiece  Contra-Angle

Number of device: \_\_\_\_\_

Repair  Cost Estimate  Complaint Invoice Number **RE-** \_\_\_\_\_

Defect/Fault:  No Function  Makes Noise  Gets Hot  Runs Roughly/Unsmooth

Bearing Damage  No Water/Blocked  \_\_\_\_\_

Other: \_\_\_\_\_

If there is no agreed price cap on the performance of repairs, we will perform repairs without cost estimate up to a cost that seems reasonable to the best of our knowledge. If the costs should be higher than this, we shall prepare a cost estimate. Cost estimates asked for by the customer are prepared at cost price. Devices etc. for which we prepared a cost estimate, will be scrapped after 3 months, if we do not get any information by the customer. Our Terms and Conditions of Delivery and Payment apply exclusively.