



PROCEDURE FOR RETURNING ITEMS TO PAJ Systemteknik SERVICE CENTRE

1. Pack your product well (to avoid damage) in a suitable box for shipping. Include the below filled service order form in the same box. The following information is important for us to complete the inspection and repair process promptly:

- (a) Description of the problem or work required
- (b) Contact name and return and invoice address
- (c) Telephone / fax number and E-mail address
- (d) VAT number of the company mentioned in the Invoice Address field
- (e) Purchase order number if required by your company
- (f) Write the RMA number also on the box and the shipping documents. (request from service@paj.dk)

2. Call your local shipping company and arrange shipment.

**IF YOU HAVE ANY PROBLEMS PLEASE CALL PAJ Systemteknik service department
+45 7443 7181**

(or your local representative, <http://www.paj.dk>)

RETURN ADDRESS:

**PAJ Systemteknik
Grundtvigs Allé 163
DK-6400 Sønderborg
Tel. +45 7443 7181
Att.: SERVICE**

3. Your product will under normal conditions be return 10 working days after we have received the product.

PAJ SYSTEMTEKNIK • Grundtvigs Allé 163 • DK-6400 Sønderborg

Tel: +45 74 43 71 81 • Fax: +45 74 43 71 91 • CVR: 2046-0946 • www.paj.dk • e-mail: paj@paj.dk



FOR THE ATTENTION OF PAJ Systemteknik SERVICE

RMA Number (request RMA from service@paj.dk before shipping):	Description of fault or service requested:
Item to be sent to service:	
Item Serial number:	Operating environment or application:
PLEASE SELECT REQUIRED SERVICE(S)	
<input type="checkbox"/> Calibration	<input type="checkbox"/> Special return (e.g. modification, update, warranty)
<input type="checkbox"/> Repair and Calibration	<input type="checkbox"/> Urgent return* ->Extra fee will be added
<input type="checkbox"/> Unit is under service contract	<input type="checkbox"/> Cost Estimate ->Additional fee 136€/ unit**
Company Name:	Contact Name (in case of query):
Telephone No:	Fax No:
Email:	Purchase Order Number:
VAT Number: -----	(No VAT is added to cross border invoices within the EC. If No VAT number is provided VAT will be charged at Danish local rate). MISSING VAT NUMBER WILL CAUSE DELAYS.
Your Customer Id number (if known):	Your Customer Id number (if known):
Return Address:	Invoice Address (if different from return address):
Post Code (vital):	Post Code (vital):
Mark for the Attention of:	Mark for the Attention of:

If you wish to pay by credit card (VISA, MASTERCARD, EUROCARD), for security reasons we need you to send the Security code (**from back of the card**) in a separate email to paj@paj.dk:

Credit card number: _____

Expiration: ____/____ (MM / YY)

VISA
 MASTERCARD
 EUROCARD

*Subject to availability

**Prices subject to change without notice

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APPROVALS: ISO 9001, ISO 14001, ISO 13485, IRIS, IEC 61340-51 & IPC-A-610 CLASS 3
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