

Return address

DJO France S.A.S.
After-Sales Service
Centre Européen de Frêt - 3 rue de Bethar
64990 MOUGUERRE
Fax 05 59 52 80 91
E-mail: contact.sav@DJOglobal.com

Surname & Given Name:
Address:
Postcode & City:
Tel / Mobile:
Fax:
E-mail:

Description	Serial number	Accessories returned				
		Complete set	Stimulator	Charger	Cables (Number)	Cable (MI/Sensor)



This product return form must be returned with your product.

If possible, the product should be returned in its original packaging with all the accessories (cables, charger) EXCEPT FOR the electrodes and probes. If you have not kept the original packaging, make sure to properly pack your product which is travelling at your own risk. Please keep a copy of this product return form in order to make it easier to perform a search if needed.

THIS FORM MUST BE FILLED OUT (IN AS MUCH DETAIL AS POSSIBLE) FOR ALL AFTER-SALES SERVICE RETURNS.

Description of the malfunction:

Malfunction: Random Continuous

- Device does not turn on
- Battery does not hold a charge
- Device shuts off while a programme is running. Specify the Programme number:
- On-screen display is defective. Indicate error message which appears:
- Other

Specify, if possible, the problem encountered:

FOR THE REPAIR PRICES, PLEASE CONSULT THE FLAT RATES DEFINED IN THE GENERAL TERMS AND CONDITIONS OF AFTER-SALES SERVICE FOR CEFAR & COMPLEX - DJO FRANCE (any return form which is not filled out properly shall result in an estimate for which you must pay).

- 1- If your device is under warranty: enclose a copy of the invoice. I agree to repairs being performed
 - Stimulator malfunction (repairs covered by DJO)
 - Fault in out of warranty accessories (cable or battery) - Covered by the customer - See attached repair rates "General Terms and Conditions of After-Sales Service for Individual Customers". You shall receive an estimate for you to approve and pay for in advance before repairs are performed.
- 2- If your device is out of warranty: (consult the General Terms and Conditions of Purchase for repair prices)
 - Category 1 device: Flat rate repair: 70 € (including shipping)
 - Category 2 device: Flat rate repair: 110 € (including shipping)
- 3- I would prefer a repair estimate (The estimate shall cost you 23.92 € inclusive of VAT whether or not you decide to proceed with repairs)*

* Repairs shall be performed at the actual price and may be greater than the flat rate.

If you decline to proceed with the repairs, you shall have to pay 23.92 € in order to get your device back.

Payment: **Pre-payment** - Complete the information below:

- by Credit Card (Visa/Mastercard/CB)
Account no.:
Expiry date:
CVC Code:
- By check made out to DJO France
- By wire transfer to account no. 08115127 809 -
IBAN : FR76 30005 6008 1108 11512780 913 -
Swift code : CCFRFRPP

I agree to the flat repair rates:

Date _____ Signature _____