

## Repair Request Form

**Serial Number:** 

BIXOLON offers a return to base warranty, therefore no prior request is needed to send the device in for a repair. Please do use the printer's unique serial number as your reference number in case any questions occur.

All requests regarding warranty should be send to: **techsupp@bixelon.de**

<b>Name:</b>	<input type="text"/>	<b>Date:</b>	<input type="text"/>
<b>Company:</b>	<input type="text"/>		
<b>Address:</b>	<input type="text"/>	<b>City:</b>	<input type="text"/>
<b>Zip:</b>	<input type="text"/>	<b>State:</b>	<input type="text"/>
<b>Phone:</b>	<input type="text"/>	<b>Fax:</b>	<input type="text"/>
<b>E-Mail:</b>	<input type="text"/>		

<b>Purchased from:</b>	<input type="text"/>
<b>Name of staff already talked to:</b>	<input type="text"/>

<b>Product Number:</b>	<input type="text"/>
<b>Problem description:</b>	<input type="text"/> <input type="text"/>

All devices sold in Europe are delivered with a 24 month Bring-In warranty. Bixelon Europe GmbH grants a total of 27 Month up from production date which can easily be checked through the printers' unique Serial number. The production date, is mentioned in the first four digits of the Serial number:

Ex. BEGACWKS21040004 => Produced 2021 April => Warranty till 2023 July

If the printer is out of the 27 Month warranty time, please add a proof of purchase.

**Standard Warranty:**       **BixoCare Warranty:**       **Out of Warranty:**

If out of Warranty is chosen, a cost estimate will be send to the given e-mail address.