

Repair Service !

Dear User,

If it becomes necessary to return any instrument to FAST ComTec for repair, it is essential that Customer Services be contacted in advance by phone, FAX or e-mail of its return so that a Return Manufacturers Authorization Number (RMA #) can be assigned to the unit.

- Also, FAST ComTec must be informed, either in writing, by telephone +49-89-665180-0 or by FAX +49-89-665180-40, of the nature of the fault of the instrument being returned. Please also state the model and S/N (Serial Number) to be usually found on the rear panel. Failure to do so may cause unnecessary delays in getting the unit repaired.
- Instruments that are returned should be packed so that they will withstand normal transit handling and they must be shipped PREPAID. The address label and the package must include the Return Manufacturers Authorization Number assigned
- Instruments being returned that are damaged in transit due to inadequate packing will be repaired at the sender's expense, and it will be the sender's responsibility to make any claim with the shipper and/or his transport insurance.
- Please include copies of the original packing list or invoice. This is required to validate that the instrument is in warranty.

For instruments not in warranty:

Charges for testing and providing a cost estimate for the repair will be EUR 80,00. This amount and the cost of the return shipping are due even if the repair is declined and the instrument is returned to the sender in its defective condition.

Important Note: For security reasons, FAST ComTec will only accept shipments that have been sent „PREPAID“.

FAST ComTec can be reached Monday to Friday

By phone: (from 8 to 16 hours , MEZ) +49-89-665-180-0

By FAX: +49-89-665180-40

or by e-mail

info@fastcomtec.com