



REPAIR - FORM

First name	Name
Street	PO
City	Country
Phone	E-Mail
Company	Customer no.
Device type	Description
Serial no.	

Please describe in the following the defect of your device:

Date: _____ Sign: _____



Notice of return and repair!

Please enclose the guarantee card/registration confirmation and/or the purchase document of the shipment. This will help us to determine the warranty period. Fill out the repair form and describe the problem. This speeds up the process and gives you a faster return on your product.

Pack the product carefully and send it to the following address:

Karl Kaps GmbH & Co. KG
Customer service sports optics
Schulstrasse 57
35614 Asslar
Germany

What happens after receipt of the product in our house?

We will examine your product in detail and as quickly as possible. You will then receive a quotation for the expected costs and the repair time. If necessary, we will also inform you about other options such as a exchange product or the purchase of a new product at an extra charge. You can then decide how to proceed. If you have given us your consent to the repair, we begin with the implementation. **Three repair days are our goal.**

During the warranty period, we will repair your product without prior consultation and return it to you as soon as possible.

By the way: Minor repairs we do sometimes for free. You will not get a quotation, but immediately your product back!