

## Reparatur-Rücksende-Formular Return Form for Repairs



### Kontakt / Contact:

<mailto:info@schoeps.de> – Telefon / Phone: +49 (0)721-94320-0  
[www.schoeps.de/service](http://www.schoeps.de/service)

### Shipping address:

Schalltechnik Dr.-Ing. SCHOEPS GmbH  
Bienleinstor. 30 – 76227 Karlsruhe – Germany

First of all, we are really sorry that something went wrong with one of our products. We will take care of it. Please have a look at [www.schoeps.de/service](http://www.schoeps.de/service) where you will find our service prices and many answers to your questions about how to proceed.

Please fill out the following form so that we can check your case before the product arrives. Send the filled-out form to [service@schoeps.de](mailto:service@schoeps.de). You don't need a RMA – just send the package and put the printed-out form in the package.

### Comments on foreign shipping and customs

- Please note that the tracking service reports "**Delivered**" when the goods arrive at customs. At this time, the goods have **not yet arrived at our company**.
- Not all forwarders offer tracking services in other countries. With cheaper shipping methods, the tracking often ends at the border of our country.
- An improperly filled out customs form can delay the shipment for 1-2 weeks before the product arrives at our warehouse and cause additional costs.
- We recommend that you choose a carrier that is able to handle temporary import/export for you if you are not used to customs regulations. We do not accept C.O.D. packages nor do we pay any fees that may arise from incorrect shipping documents.

### Reparaturkosten / Cost of repair

See <https://schoeps.de/en/service.html#c3190>

<b>Kunden-Adressdaten / Customer Contact Information</b>			
Kundennummer (wenn vorhanden) / <i>Schoeps Customer ID (if available):</i>			
Firma / <i>Company:</i>			
Name:			
Adresse / <i>Address:</i>			
PLZ-Stadt / <i>City-State-Zip:</i>		Telefon / <i>Phone:</i>	
Land / <i>Country:</i>		Are you shipping from outside the EU?	Nein / <i>No</i> Ja / <i>Yes</i>
Email:			

<b>Produkt / Product</b>	
Produkt / <i>Product:</i>	
Seriennummer / <i>Serial number:</i>	
Fehlerbeschreibung <i>/ Error description:</i>	
Möchten Sie, dass wir das Gehäuse des Produkts ersetzen, auch wenn nicht technisch notwendig? <i>Would you like us to replace the housing of the product, even if not technically necessary?</i>	Nein / <i>No</i> Ja / <i>Yes</i>
Schicken Sie Foto- oder Audiodateien in der Email, um den Fehler zu beschreiben? <i>Will you will attach photo or audio files to the email to describe the error?</i>	Nein / <i>No</i> Ja / <i>Yes</i>