

SUPPORT FORM



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PRODUCT DETAILS

Product name:

Serial number:

Order number:

Date of purchase:

Date issue occurred:

CUSTOMER DETAILS

Company name:

Company address:

Contact name:

Contact phone:

Contact email:

CASE CATEGORY

Choose the category field most suited for this case:

Service

Repair

Replacement

Other

WARRANTY

Does the product still have warranty?

Yes

No

Not sure

CASE DESCRIPTION AND EXPECTATIONS

Describe the issue with the product as detailed as possible, plus any other relevant information.

DOCUMENTATION

YES / NO

Do you have images
or video of the issue?

CASE SUBMISSION

Please submit this filled out form to service@fernonorden.com
along with image/video documentation (if possible).

A service technician will then contact you for further handling.

NOTE: Please ensure the product is switched off, cleaned, and securely packaged before shipment. Ferno Norden cannot be held responsible for transport damage resulting from insufficient packaging.

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TECHNICAL CONTROL

YES / NO

Electrical connectors / cables intact and clean:

Battery or charging tested (if possible):

Signs of short circuit, leakage, or overheating:

Visual inspection – any damage:

Case handled by:

RESOLUTION

YES / NO

Credit to customer:

Replacement provided:

Warranty approved:

Customer informed:

Date of closure:

TECHNICIANS NOTES

Damages or other comments.