

# **SUPPORT FORM**

**THIS PAGE IS FILLED OUT BY CUSTOMER**



## **PRODUCT DETAILS**

Product name:

Serial number:

Order number:

Date of purchase:

Date issue occured:

## **CUSTOMER DETAILS**

Company name:

Company address:

Contact name:

Contact phone:

Contact email:

## **CASE CATEGORY**

Choose the category field most suited for this case:

## **WARRANTY**

Does the product still have warranty?

Service

Repair

Replacement

Other

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](mailto: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:

Credit to customer:

Battery or charging tested (if possible):

Replacement provided:

Signs of short circuit, leakage, or overheating:

Warranty approved:

Visual inspection – any damage:

Customer informed:

Case handled by:

Date of closure:

## **TECHNICIANS NOTES**

Damages or other comments.