

### Your contact details

\_\_\_\_\_  
Last name, first name

\_\_\_\_\_  
Street, No.

\_\_\_\_\_  
ZIP, City

\_\_\_\_\_  
Phone number (for possible questions)

\_\_\_\_\_  
E-Mail (for possible questions)

### your return address (if different)

\_\_\_\_\_  
Last name, first name

\_\_\_\_\_  
Street, No.

\_\_\_\_\_  
ZIP, City

\_\_\_\_\_  
**Member ID** (only with cooperating specialist dealers)

### Complaint

Product name:

Serial number:

Date of purchase:

Where bought:

Error description:

**Pay attention to a precise and detailed error description. Information such as „defective“ is not sufficient and can considerably slow down the processing process.**

### Notes that you must observe when returning the product:

1. If available, pack the product in the original carton to avoid possible transport damage.
2. If possible, send the product to us with complete accessories.
3. If your product is still under warranty, please enclose a copy of the invoice. Complaints within the warranty period cannot be processed without a valid proof of purchase.
4. Do not send the package unfree. We do not accept unfree packages. If necessary, contact your dealer to clarify the complaint in advance.

### Return address

**Megasat Werke GmbH  
Brückenstraße 2a  
- Retourenabteilung -  
D-97618 Niederlauer**