

## Your contact details

\_\_\_\_\_  
Surname, first name

\_\_\_\_\_  
Street, no.

\_\_\_\_\_  
ZIP code, city

\_\_\_\_\_  
Telephone number (for any queries)

\_\_\_\_\_  
E-mail (for any queries)

## Your return address (if different)

\_\_\_\_\_  
Surname, first name

\_\_\_\_\_  
Street, no.

\_\_\_\_\_  
ZIP code, city

\_\_\_\_\_  
**Membership number** (only with co-operating specialist dealers)

## Complaint

Product designation: \_\_\_\_\_

Serial number: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

Where purchased: \_\_\_\_\_

General problems:  No function  Permanent error  
 Sporadic error  Error after \_\_\_\_\_ (time)

Control unit / Antenna:  Problems with movement  Unusual noises  
 Satellite is not found  No signal on the end device (TV/Rec.)

Receiver / TV / Meas. devices:  No signal via DVB-\_\_\_  Device hangs after \_\_\_\_\_  
 No picture  No sound

Detailed error description: \_\_\_\_\_

**Make sure that the fault is described accurately and in detail. Statements such as "defective" are not sufficient and can considerably slow down the processing procedure.**

## Information that you must observe when returning goods:

1. If available, pack the product in the original carton to avoid possible transport damage.
2. If possible, send the goods to us with all accessories.
3. If your product is still under warranty, please enclose a copy of the proof of purchase. Complaints during the warranty period cannot be processed without a valid proof of purchase.
4. Do not send the parcel freight collect. We do not accept carriage forward parcels. If necessary, contact your specialist dealer to clarify the complaint in advance.

## Return address

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