**Service Request Form**

**Authorization n. del**

**Company Name:**

**Address :**

**Delivery Address :**

**V.A.T n:**

**Refernce person: Phone:**

**e-Mail: Pec:**

**Type of Tiles/Ledboard:**

**Brand name Product name Receiving brand**

**Number of \_ \_\_ \_\_\_\_**  🞐 Tiles 🞐 Ledboard 🞐 Indoor 🞐 Outdoor

**Number of \_ \_\_ \_\_\_\_**  🞐 Tiles 🞐 Ledboard 🞐 Indoor 🞐 Outdoor

**Number of \_ \_\_ \_\_\_\_**  🞐 Tiles 🞐 Ledboard 🞐 Indoor 🞐 Outdoor

**Fault Tipe:**

**Number of fault**  🞐 Pixel 🞐 Power 🞐 Other

**Number of fault**  🞐 Pixel 🞐 Power 🞐 Other

**Number of fault**  🞐 Pixel 🞐 Power 🞐 Other

**IMPORTANT**

**Send picture of the material to be repaired**

**In case of failed pixels send only the ledboards and n. one complete and working tile for each type of tile for which assistance is required.**

**In case of particular faults send the entire tile and n. one complete and working tile.**

**Instructions for service activation.**

1) Fill out the form in its entirety, correctly indicating the number of Tiles/Ledboards for which you are requesting assistance and the type of defect complained of.

2) Send the completed form to: **support@pixservice.eu**

3) Pixservice will send the customer a rough estimate, formulated according to the information acquired from the service request form.

If the estimate is accepted, 50% of the estimated amount will be invoiced, to be paid by the customer upon receipt of the invoice.

4) Wait for the authorization from Pixservice before proceeding with the shipment of the material. Transportation, both 'outward and return, will be the responsibility of the customer, who will also have to provide for the management of the shipment.

Attention!!!

The material must be packed properly with packaging suitable for transportation.

Any damage resulting from unsuitable packaging will be charged to the customer.

The material must be sent to the following address:

**Pixservice c/o ELETTRONICA '83 Se.Di.Co. s.r.l.**

**Via della Magliana Antica, 15/17**

**00146 Rome - Italy**

5) Pixservice upon completion of the work will send the invoice for the services performed;

6) The customer must provide the balance of the invoice and must wait for the email with the notice of goods ready for pickup to arrange for their transportation.

Any disputes about the work performed must be communicated in writing within 2 days. Working from the receipt of the goods.