



1. Resnički gaj 2G, 10040 Zagreb
Tel.: +385 1 2929 992, 2995 935
Fax: +385 1 2995 948
web: www.ekowatt.hr
OIB: 46949016017

Claim declaration
RMA No.:

Dear customer,

by sending us this claim declaration, you are informing us that the lamps you have received from us are regrettably faulty. In order to assist with speedy handling of your claim, we appreciate some additional details that are necessary for all further steps. Complete information is required by the manufacturer to handle the claim in a timely manner. In addition, the information enables the manufacturer to further improve his production processes and the product quality.

If the manufacturer acknowledges the claim as a manufacturing flaw, we will promptly initiate a replacement delivery.

Please provide the following data per defective lamp:

Number of items	Manufacturer	Type	Serial no./ production	Device Name	Lighting hours	Burning position	Flaw description

1.: Please note the quantity of lamps you wish to object.

2.: Please provide the name of the manufacturer, as written on the lamp (i.e. Philips.) Please use the original packaging, as provided by the



lamp's manufacturer; otherwise, the claim can be turned down by the manufacturer.

3.: Please provide the type stamped on the lamp (i.e. HMI 1.200W/SEL).

4.: Please provide the number that is mounted on the lamp (i.e. c28 oder U9 oder wz2).

5.: Please provide the name of the device/ fixture in which the lamp was used (i.e. ARRISUN 12).

6.: Please enter the duration of lighting hours that the lamp was in use. If this cannot be gleamed from the device, please enter the estimated number of hours.

7.: Please enter the burning position in which the lamp was placed within the device (i.e. horizontal, vertical, hanging 45°, etc.).

8.: Please describe the lighting error/ flaw in detail, as you have experienced it (i.e. flickering, exploded, no ignition, broken coil, loose base, broken in transport, etc.).

Disposal instructions: In case the manufacturer refuses the guarantee and warranty, the faulty lamps will be

professionally disposed. If you would like to receive a return with freight collect instead, please indicate below.

Professional disposal

Freight collect return

Additional remarks concerning this claim:





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Please do not send us any merchandise without being prompted to do so.

Full Name:

Email:

Company:

Telephone:

Date:

