

## Repair Request

Contact Details	
Company / Entity	
Contact Person	
Phone Number	
Email Address	
Address (for delivering after repair)	
Full Address	
Zip Code	
City	

Product Details			
Date and/or Invoice #		RMA #	
Product Name			
Damage Description			
Full list of all the pieces included in the package			

In order to process the repair of material under **guarantee**, it is essential to enclose a **copy of the product sale receipt**. In the case you do not dispose of an invoice, attach the purchase order reference number (quote or delivery note). The absence of these documents will mean a repair of the product as material out of guarantee. *All the products, except for the software ones and batteries, include a 2-year guarantee for manufacturing defects. Additionally, during the 6 first months, the guarantee includes the collection at your residence.*

In case of an out-of-guarantee repair, once the technical service has rated the damage, a budget will be sent for its acceptance.

**In any case, it is essential to present this document properly filled, so that BJLive! can accept the goods for their remediation.**