

Technical advisory service:

We will be happy to assist you on the phone if you encounter any technical errors or malfunctions. In some cases the problem can be solved by just ordering the required spare parts. Please contact us at: 0049-7156-4907-0.

In rare cases GANN products may have to be serviced or repaired. Defective devices will be handled by our service department.

1. Please only send measuring devices and accessories made by GANN. Products made by other manufacturers will not be attended to and will be returned unrepaired.
2. All repairs are carried out by our service department in Gerlingen. Please consider a duration of approx. 5 to 10 workdays for repair.
3. All parcels have to be sent to us carriage paid. We will refuse to accept parcels that have been sent carriage forward.
4. Please enclose a service order /repair order to your parcel. Alternatively, you can fill in our repair form and attach it to the consignment. If we receive meters for repair without such a document, handling will be delayed – we may have to find out the actual owner and request a written order.
5. If you have accessories for your device, please send those to us, too. Sometimes the source of an error is not the meter itself but an accessory. If you send a CM device to us, please remove all calcium carbide ampoules. Calcium carbide is a dangerous material: special shipping regulations (ADR) apply, which results in a considerable increase in shipping costs.
6. If desired, we will issue a cost estimate before carrying out the repair. If you choose NOT to have the repair carried out, we will have to charge a fee of 35.00 EUR for the cost estimate.
7. If it is a warranty case, the repair will be carried out free of charge (in accordance with our General Terms and Conditions of Sale and Delivery). Please enclose a proof of purchase.
8. Advice for consignments from **non-EU countries**: For customs clearance an invoice or pro-forma issued by the shipper is required. This invoice must be **visibly attached to the parcel**. It is to be considered a strictly formal requirement. It provides the assessment basis for import duties that may have to be paid. Please attach the invoice to the outside of the parcel, so that it is clearly visible. This invoice must contain the following information:
 - our EORI number: DE2348659
 - customs tariff code (moisture meters: 90318080)
 - reason for return: check/repair
 - contents: number and type of moisture meters / electrodes
 - value: Please indicate an approximate value for the goods, for customs authorities impose import duties also on devices to be repaired. These import duties will be charged in addition to the repair cost.

Shipment by post: if there is no invoice attached, the parcel will not be cleared by the customs at first. We will then have to do customs clearing directly at the customs office. For the effort resulting from this, we will have to charge 60.- €. Please check other shipping alternatives, too.

Our national tax authorities demand a proof (e.g. certificate of registration) of the respective customer's commercial activity as a prerequisite for VAT-free provision of services (e.g. repairs). Please enclose such a proof to your parcel. Otherwise we will have to charge VAT.



Repair form – please fill in (in block letters) and enclose to your parcel

I hereby place the following order:

Customer no. (if available): _____

Company: _____

Phone: _____

Street address: _____

Fax: _____

Postal code: _____

Website: _____

City/country: _____

E-mail: _____

Contact person: _____

VAT no.: _____

Product(s) sent: - please state reference no(s). and serial number(s), if available

Date of purchase: _____ (please enclose a copy of the proof of purchase, if available – for warranty cases providing a proof of purchase is essential)

Error description:

- Please repair the device without issuing a cost estimate.
- If the expected costs exceed the amount of _____ EUR net, please send a cost estimate by e-mail or fax before carrying out the repair. Note: a fee of 35.- € (+ VAT, if applicable) will have to be charged for handling and issuing the cost estimate. If the repair is carried out, this amount will be offset against the repair, of course.
- Please carry out the repair as a warranty case. If the warranty period (12 months after the instrument has been sold by GANN) is over, or if the defect is not covered by warranty, please send a cost estimate, as described above. (Note: any costs incurred will be charged)

date, signature