COMPLAINTS & SERVICE
of Zekler hearing protection

ZEKLER

We kindley ask you to carefully complete this report and e-mail it to customerservice@zekler.com.
IT MUST BE ATTACHED WITH PROOF OF PURCHASE if warranty.
After you have e-mailed the form, you will receive an e-mail confirmation that the case is registered and an e-mail with an address to be able to send the item to us.
Print this form and pack with your item so we can track your case when it reaches us.

CHECK THE FOLLOWING BEFORE SENDING THE PRODUCT FOR REPAIR:

1. Replace batteries and check they are correctly inserted.

2. Problem with Bluetooth? Try connecting to another device.

3. Problem with speaking sound? Check that the microphone is turned in the right direction. The grooved side must be towards the mouth.

For more information read more or if you have any questions don't hesitate to contact us on **customerservice@zekler.com** or phone number **+46 321 06 00**

Product information:

Model:	Batch number:

Warranty or Service?

☐ **WARRANTY** A COPY OF THE RECEIPT / INVOICE MUST BE ATTACHED Warranty is valid 12 months from date of purchase.	☐ **SERVICE/REPAIR**	**MAX AMOUNT** + vat

Description of fault:

FAULT DESCRIPTION & OTHER INFORMATION
Write as detailed as possible.

MECHANICAL DAMAGE (damaged part to be marked with ✓)

- ☐ Knob/button (describe the fault in the fault description box)
- ☐ Headband/helmet attachment
- ☐ 3.5mm AUX input
- ☐ Boom microphone

NON-FUNCTIONING ELECTRONICS (mark with ✓)

- ☐ Fm radio does not work
- ☐ Level dependent does not work
- ☐ Bluetooth function does not work (state telephone model
- ☐ Recharging function does not work, (Chargers and batteries must be attached)
- ☐ Intermittent connection
- ☐ High power consumption
- ☐ Sound

Zekler reserves the right to investigate and assess all defects. In cases where a defect cannot be reproduced the product will be returned with no action taken.

INFORMATION RESELLER:

Customer number:
Company:
Contact person:
Reference:

INFORMATION USER: (If we need to contact you)

Name:
Phone number:
E-mail:

RETURN ADRESS: (If other then reseller)

Name/Company:
Adress:
ZIP code. & City:
Country:

Mobile:
Reference:

Corporated package to be sent to: Zekler Safety, Att: Zekler Service, Vistaforsvägen 3B kontor, SE-523 37 ULRICEHAMN