



Type of repair

Regular repair:

Warranty repair (please attach the original invoice):

Express repair service:

Contact information

Date: _____
Name: _____
Address: _____
Country: _____
Email: _____
Phone: _____

Custom invoice information

Contact: _____
Company: _____
VAT ID: _____
Address: _____

Product information

1. Product: _____ Serial number: _____ Included with unit: _____
Defect description: _____
2. Product: _____ Serial number: _____ Included with unit: _____
Defect description: _____
3. Product: _____ Serial number: _____ Included with unit: _____
Defect description: _____

Additional notes: _____

Warranty repair form

Invoice number (Mandatory attaching the copy of original invoice): _____

Terms and conditions

The repair system works on principle of »first come, first served«. The unit will be added to an internal repair system and inspected. After inspection the customer will receive the informational email with inspection report and estimated costs of repair.
Please note that for older units there may be no more spare parts available.
The date of finished repair is uncertain, but usually it takes between 1-3 weeks, depending on work load. Some repairs may take longer, due to finding the problem and solution to it.
LX navigation reserves the right to »initial repair fee«, which covers the cost of entry inspection, handling, final control, updating, reporting and others.
LX navigation will not proceed with repair unless we get a straight respond on information email sent after inspection of device.
LX navigation is not obligated to keep the device, if the owner does not answer the information email within a 30 day period. If the customer respond after the given period, some additional charges may appear.

Express repair service

LX navigation do offer an express repair service. This obligates LX navigation to send back the repaired unit at least 3 days after receiving it. The costs of Express repair service are double (x2).

I have read and agree with the terms and conditions*:

Fields marked with * are mandatory.
