

SERVICE ORDER (Please add to the return)

YOUR ADDRESS

Company

Surname, First Name

Street, House number

Postal Code, City

Country

Tel.

Fax

E-Mail

Your reference

DELIVERY ADDRESS (if different)

Company

Surname, First Name

Street, House number

Postal Code, City

Country

Tel.

Fax

E-Mail

RMA No. (Please, request if not existing)

UMAREX GmbH & Co. KG
– Service –
Möhnestraße 149
59755 Arnsberg · Germany
Tel. +49 2932 638-501*
Fax +49 2932 638-489
www.laserliner.com
service@laserliner.de

* Mo - Fr 8.00 - 12.00 o'clock and
14.00 - 16.00 o'clock

PRODUCT INFORMATION

Order No.

Product description

Serial No. (optional)

1 REPAIR SERVICE

A) **REPAIR WITHIN THE 4-YEARS WARRANTY** (Only possible for devices with sales receipt bought after 01.03.2016)

B) **REPAIR WITH QUOTATION ***

C) **REPAIR LIABLE TO PAY COSTS WITHOUT QUOTATION**

If a repair does not exceed an amount of _____ EUR (excl. VAT / incl. freight costs),
please arrange the repair without sending a quotation.

If the given amount will be exceeded, we will send you automatically a quotation.*

Error description:

2 CALIBRATION SERVICE WITH FACTORY TEST CERTIFICATE

A) **59,- EUR plus VAT** Complete functional check, accuracy check, cleaning of device and factory test certificate

B) **70,- EUR - 99,- EUR plus VAT** Incl. position A plus adjustment, if necessary (You will **not** receive a quotation)

C) **Quotation *** Repair incl. factory test certificate

* A repair will be only arranged after an explicit confirmation of the **quotation**. Should you refuse the quotation, we will return the device unrepaired.
Should you require a free of charge disposal, please confirm this on the quotation form by return. Without any answer from you within 45 days, we will return your device. In this cases, we will charge a supplementary cost of 20,- EUR plus VAT and freight costs.

Freight costs: **Pick up and return delivery 20,- EUR** within DE / NL / FR / BE / ES / PT / IT / LUX

Please pay attention to the data protection statement on the following page.

Date, Signature

DATA PROTECTION STATEMENT

The protection of your personal data is very important to us. At this point we would like to inform you about data protection in our company.

UMAREX GmbH & Co. KG takes the protection of your personal data very seriously. We want you to know when we store which data and how we use these data. As a company under private law, we are subject to the provisions of the European General Data Protection Regulation (GDPR) and the German Federal Data Protection Act (BDSG). We have taken both technical and organisational measures to ensure that the data protection regulations are observed not only by us but also by external service providers.

We collect and use your personal data exclusively in accordance with the provisions of the data protection law of the Federal Republic of Germany. In the following we shall inform you about the nature, extent and purpose of the collection and use of personal data. You can retrieve this information at any time from our web site.

1. Name and address of the Data Protection Officer

The Data Protection Officer responsible for processing data is:

External:
VIA Consult GmbH & Co. KG
Mr . Kunde
Martinstraße 25
57462 Olpe
+49 (2761) / 83668-00
datenschutz@via-consult.de

Any person concerned can contact our Data Protection Officer at any time for all questions or suggestions relating to data protection.

2. Personal data in the service order form

Personal data are information that can be used to establish personal or factual circumstances about you (e.g. name, address, telephone number, date of birth or email address). Information for which we can establish no reference to your person (or only with disproportionate expense or effort), e.g. through the anonymisation of the information, is not personal data.

Personal information such as your name, address, telephone number or email address are only collected if you provide us with such information voluntarily. In such cases we collect personal data exclusively in accordance with the applicable data protection regulations.

The personal data you have provided on the service form are only used for the intended purpose of the processing of your repair or calibration enquiry. These include:

- Proof of outstanding customer receivables
- Proof of the performance required by you
- The option of contacting us in case of questions
- Device-specific repair history

At your written request, these data will be deleted by us after the termination of the performance of service. These data are not passed on to third parties outside the company. Nor are the data thus collected compared with data that may be collected on our part through other components.

3. Legal basis for processing

Insofar as we obtain consent for certain processing operations, such consent is based on Art. 6 I lit. a GDPR. If the processing of personal data is necessary for the performance of a contract, for example for a shipment of goods or for pre-contractual measures, e.g. for inquiries, such processing is based on Art. 6 I lit. b GDPR. If our company is subject to a legal obligation through which the processing of personal data is required, for example in order to fulfil tax obligations, such processing is based on Art. 6 I lit. c GDPR. If any processing of personal data is not based on any of the above-mentioned legal bases, we shall process data in order to safeguard a legitimate interest of our company (improvement in the conduct of business activity). We always make sure that no legitimate interest of the person concerned which outweighs our legitimate interest is precluded.

4. Duration for which the personal data are stored

The duration of the storage of personal data is based on statutory retention periods. Insofar as the purpose for which the data were collected becomes no longer applicable, the data shall be deleted on the expiry of this period.

5. Right to information and right to object, right to lodge a complaint and right to restriction of processing, to rectification and erasure

You have at all times the right to obtain information about your data stored by us and the purpose of storage. You can revoke your consent to the collection or use of your personal data in writing at any time. Besides the right to revoke your consent, you also have the right to require the rectification as well as the restriction of the processing and the blocking or erasure of your data.

To do this, please contact the Data Protection Officer at datenschutz@via-consult.de (VIA Consult provides the external Data Protection Officer of UMAREX GmbH & Co. KG and will therefore be happy to answer any questions you may have relating to data protection).

Should you have any complaints, you have the right to contact the appropriate supervisory authority (for North Rhine-Westphalia: the State Officer for Data Protection and Freedom of Information, North Rhine-Westphalia, in Düsseldorf).

6. Security

We use technical and organizational security measures to protect the personal data provided to us by you from accidental or intentional manipulation, loss, destruction or access by unauthorized persons. Our security measures are continuously being improved and adapted in accordance with the state of the art.