

## PRODUCT REPAIR REQUEST FORM

- You may fill out this PDF form on your computer and print it.
- Please return the filled out form by email before sending your product in.
- The acquired information will help smooth the product management process.

### SENDER

\*Last name and Name or Company name

\*Address

\*Zip Code / City / Region

\*Nation

\*Phone number

Alternative phone number

\*Email

\*Tax code or VAT number

### SEND BACK TO (IF DIFFERENT FROM THE SENDER ADDRESS)

\*Last name and Name or Company name

\*Address

\*Zip Code / City / Region

\*Nation

\*Phone number

Alternative phone number

\*Email

\*Reference person

Fields marked with an asterisk (\*) are mandatory.

## PRODUCT INFORMATION (USPA/HYGEA)

\*Model

\*Serial Number

\*Detailed description of the issue encountered

### LIST OF MAIN FUNCTIONS TO CHECK

	YES	NO
Does the device respond to commands?	<input type="checkbox"/>	<input type="checkbox"/>
Does water come out during the cleansing function?	<input type="checkbox"/>	<input type="checkbox"/>
Does water come out during the bidet function?	<input type="checkbox"/>	<input type="checkbox"/>
Does the occupied sensor work? (For USPA models)	<input type="checkbox"/>	<input type="checkbox"/>
Does the drying function work? (If present)	<input type="checkbox"/>	<input type="checkbox"/>
Does the heating seat function work? (If present)	<input type="checkbox"/>	<input type="checkbox"/>
Does the water heating work?	<input type="checkbox"/>	<input type="checkbox"/>
<b>ALSO</b>		
Does the device have any water leakage?	<input type="checkbox"/>	<input type="checkbox"/>
Are there any breaks or cracks? (If the answer is "YES", please specify above in the issue description section)	<input type="checkbox"/>	<input type="checkbox"/>

Please attach to this email any file or picture that might help solve the problem.

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Fields marked with an asterisk (\*) are mandatory.

## PRODUCT REPAIR REQUEST FORM

YES NO

Is the product under warranty?

If the answer is "YES", please attach a copy of the purchase invoice.

### OUT OF WARRANTY REPAIR

Please check one of the following options, to guarantee faster repair management.

If the repair cost exceeds the specified limit, we'll contact you before proceeding with the repair.

All payments shall be authorized before proceeding with the repair.

Issue a quote in any case.

Repair up to a cost limit of € \_\_\_\_\_ (VAT + shipping charges excluded).

If the cost exceeds the limit, please:

Issue a quote

Return the product without servicing it

Dispose of the product according to the regulations in force (without any further charge)

### TRANSPORT/PACKAGING

To prevent damage from shipping, make sure that the product is properly packaged and the tank is empty (user manual reference).

**Do not send any accessory such as the remote control, water pipe, manuals, etc. unless related to the product issue.**

\*By selecting this option I confirm that what stated above is true

Thank you for taking the time to fill out this form. Please **keep a copy** of the form.

USPA EUROPE S.r.l. undertakes to protect the user's privacy, and personal information provided by the user will be used exclusively to carry out the repair process.

Personal data will be stored properly by USPA EUROPE S.r.l. and will not be used for any other purpose.

For more information regarding USPA EUROPE S.r.l. Privacy Policy, please visit [www.uspa.eu/privacy](http://www.uspa.eu/privacy).

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