



Repair order

1. Customer Data

Customer type: I am already a customer Customer ID:
 Garage or automotive business Business customer private customer

Company / Surname, Name:

Street:

Country/ ZIP/ City:

Phone:

E-mail*:

VAT ID**:

Your order reference:

* E-mail is used for delivery and order state updates.

** For EU companies. VAT ID & address have to match your tax registration data! Address check possible on ecu.eu/vat

If different Delivery Address

Company / Name:

Street:

ZIP/City:

2. Packing list ***

***The Glaubitz GmbH & Co. KG is not liable for the loss of non-listed items

Qty	Device
	On-Board charger
	External charger
	Heating
	Inverter / Engine electronics
	A/C compressor

Qty	Additional parts

3. Payment

You can find more information about our payment options at ecu.eu/payment

advance payment - Payment after inspection / repair *

(credit card, bank transfer, Paypal)

* Payment request will be sent by e-mail

Cash on delivery

(substantial fee outside Germany)

4. Return shipping

Further information on ecu.eu/shipping and ecu.eu/customs

Standard shipping

Express shipping

Date:

Signature:

With my signature I request Glaubitz GmbH & Co. KG to immediately commence with the repair and all services associated with the order before the end of my 14-day cancellation period. I am aware that in the event of cancellation within the cancellation period, compensation must be paid for the value of the services already rendered.

• You can find our general term and conditions at ecu.eu/conditions

• You can find our privacy notice at ecu.eu/privacy



Approval

I hereby agree that my specified data can be used for marketing purposes, such as customer care, technical changes, service announcements and customer satisfaction survey. Please tick the communicational channels we can use to contact you:

Post E-Mail Phone

Signature:

If you'd like to withdraw your consent at any time, please send an email to revocation@ecu.de

Please use CAPITAL letters

Send both pages of the repair order with the parcel



Repair order high-voltage component*

*More repair order forms are available at ecu.eu/order



Please note the following instructions:

To ensure a smooth repair process, please complete this form with the vehicle data and a fault description. We may charge additional costs, if devices have been damaged by precedent repair attempts or are irreparable as a result.

1. Technical contact for questions (if different from customer data)

Name:

Phone: Availability (time):

E-Mail:

2. Vehicle data

Please enclose a copy of the vehicle registration card or fill in the vehicle data. If you do not have a vehicle registration card at hand, please enter the following data:

Brand / Model:

VIN (Vehicle identification nr.):

First registration:

Drive: Electrical Other:

3. Fault description

Trouble code memory read yes no no communication

out? Trouble codes present? yes no

if yes, please be sure to specify the trouble code

Trouble codes:
.....
.....

Used diagnostic tester:

Have components been yes no

replaced? If so, which ones?

Details fault description

Please use **CAPITAL** letters

Send both pages of the repair order with the parcel

