

# Virtual Music's Service Center

-Repair order -

**Please send this order as a fax to: +43-(0) 1 - 905 94 27**

**and include it with the defective item.**

For orders from Austria or the European Union (EU-citizens without valid VAT-number), we charge 20% VAT.

For orders from the European Union (EU-citizens with valid VAT-number) or outside the EU, we won't charge any VAT.

Shipping costs will be charged based on weight, destination and value of insurance.

Orders are based on our General Business Conditions.

If you have further questions please contact us:

vminfo@aon.at or +43-(0) 1 - 905 94 27

## Customer information:

**First name:** \_\_\_\_\_ **Surname:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**For EU-citizens, if available: Your valid VAT-number\* :** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **E-Mail:** \_\_\_\_\_

**Service Priority\*\*:**     Standard (First in - first out; 6-10 days)                       Priority (1-3 days)

**Mode of transport:**     Take away     Delivery service (Vienna onl     Forwarding agency\*     Mail

**Shipping insurance:**     Yes     No            **If "yes"; value of insurance:** \_\_\_\_\_

**Payment method:**     Visa     Master     Cash on take aw:     For EU-citizens: Bank transfer\*\*\*\*

**Card #:** \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ **Exp. Date:** \_\_\_\_\_

**Card holder:** \_\_\_\_\_

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## Device information:

**Devicetype:** \_\_\_\_\_ **Serial number:** \_\_\_\_\_

**General condition:** \_\_\_\_\_

**Problem description:** \_\_\_\_\_

\_\_\_\_\_

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\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Additional information:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\* Your valid VAT-number must correlate with your address data.

\*\* These service times presupposes the availability of spare parts.

\*\*\* Virtual Music organizes the forwarding agency for collection and delivery.

\*\*\*\* After receiving your order you'll get the details for the bank transfer.

\_\_\_\_\_ Date and signature