

# Return-Form

Please contact us in the event of transport damage or if you have any questions regarding returns/complaints processing:  
[shop@csl-computer.com](mailto:shop@csl-computer.com) or by phone: **+49 511 - 769 00 100**

- Always return the goods in the complete original packaging or sufficiently securely packaged. For a complaint, please send only the PC without any accessories (such as manuals, cables, DVDs).
- Please only send packages with sufficient postage.
- In the event of a complaint, please save your data before returning the goods. We accept no liability for possible loss of data.
- In exceptional cases, a handling fee may be charged for returned products that turn out not to be defective.

<b>Customer data</b>		<b>Shipping address</b>	<small>only required if this has changed since the order was placed. Please also inform us by email about changes</small>	<b>Bank account details</b>	<small>only required in the event of a revocation if you have paid by bank transfer</small>
Customer number*:	<input type="text"/>	Name:	<input type="text"/>	IBAN:	<input type="text"/>
Invoice number*:	<input type="text"/>	Street / No.:	<input type="text"/>	BIC:	<input type="text"/>
Phone number*:	<input type="text"/>	Additions:	<input type="text"/>		
Email address*:	<input type="text"/>	Postcode / City:	<input type="text"/>		
<b>If the PC is password-protected, please remove the password or enter your login data here:</b>					
Username:	<input type="text"/>	PIN / Password:	<input type="text"/>		
<b>Reason for the return*</b>		<b>Type of defect</b>		<b>Error occurs...</b>	
<input type="checkbox"/> Defect		<input type="checkbox"/> Crashes / BSOD		<input type="checkbox"/> constantly	
<input type="checkbox"/> Revocation / Withdrawal		<input type="checkbox"/> Drive or hard disk not recognized		<input type="checkbox"/> after switching on	
<input type="checkbox"/> Incorrect delivery		<input type="checkbox"/> Installation not possible		<input type="checkbox"/> sporadically / now and then	
<input type="checkbox"/> Transport-Damage		<input type="checkbox"/> Others		<input type="checkbox"/> after _____ minutes	
				<input type="checkbox"/> only under special conditions (please describe below)	
<b>Required: Detailed description of the fault*</b> (please describe the circumstances as best you can so that we can recreate the problem. The more detailed your description of the fault, the more likely it is that we will be able to process the complaint quickly.)					
<input type="text"/>					

\*These fields must be completed!

Please place this form along with a copy of your invoice in the package.

Send the **prepaid** package to:

**CSL Computer GmbH**  
**Logistikzentrum**  
 Hanseatenstr. 34  
 30853 Langenhagen, Germany

place/date

signature

**Notes on the battery law**

In connection with the distribution of batteries or with the delivery of devices containing batteries, the seller is obliged to inform you of the following:  
 As a user you are legally obliged to return used batteries. You can return batteries after use to the seller or in the designated collection points (e.g. in municipal collection points or retail outlets) free of charge.  
 You can also return old batteries to the seller by post. The seller will in any case reimburse the postage for the return of your used battery.

The symbols shown on the batteries have the following meaning:



-  = Battery must not be disposed of in the household waste
- Pb** = Battery contains more than 0,004 mass percent lead
- Cd** = Battery contains more than 0,002 % cadmium by mass
- Hg** = Battery contains more than 0,0005 % of mercury by mass.