

Return shipment supplemental sheet

Fax: +49 (0) 431-2377-3999 for preliminary information



Use Acrobat Reader to fill out and print this form. Continue on separate sheet if necessary.

Customer information

Name		City	
		Country	

Contact for technical queries

Name		Phone	
		Fax	
		eMail	

Return goods

Quantity		Description (Part no./name)	
Maintenance / Customer repair	<input type="checkbox"/>	Warranty claim	<input type="checkbox"/> Reference order HELL
Exchange part	<input type="checkbox"/>	Unused return for credit note	<input type="checkbox"/>

Technical information of the machine

Type of machine		Serial number		Control software version	
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Actual environmental operating conditions

Humidity		Temperature max		Miscellaneous	
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Description of the technical problem / the failure

Did HELL Support already get information of this case?	<input type="radio"/> yes	<input type="checkbox"/> via telephone	Date of communication	
	<input type="radio"/> no	<input type="checkbox"/> via eMail		
Contacted person				

In case of return shipment of engraving heads

Serial number(s)	

Please send me an automatic reminder when maintenance is next due

Additional information of typical application

Screen		Screen angle		Stylus angle	
Hardness of copper	HV	Supplier of the stylus			

In case of technical problems „Save LogFiles“ and fill in the „Readme.txt“-file. Please send the corresponding „SaveLog“-directory to support@hell.de with subject „Head serial no“.

Important notice: Only in case of warranty claims please send with stylus and sliding shoe!

Enclosures (e.g. engraving patterns, print proof etc.)

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Please send this sheet together with the return goods to:

HELL Gravure Systems GmbH & Co. KG
Return shipment receiving center
 Philipp-Reis-Weg 5
 24148 Kiel
 Germany

Date		Signature	
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