



**TEKO TELECOM S.p.A**  
 Via Meucci, 24/a  
 40024 Castel S. Pietro Terme (BO) – Italy  
 Tel +39 051 6946811 – Fax +39 051 948473  
 www.tekotelecom.it



## FAILURE NOTICE FORM

In accordance with item 9 of Teko Telecom General Conditions of Sale

[In case of failures on Teko Telecom equipment, please fill in this form and send it to:](#)

**E-mail:**  
[aftersales@tekotelecom.it](mailto:aftersales@tekotelecom.it)

### SECTION 1. FAILURE NOTIFICATION

– to be filled in by Customer

Company:		Date:	
Reporting Person:		Tel.:	
Fax		E-mail:	
Ref. TEKO TELECOM defective equipment Model(s) Number(s):			
Serial Number(s):			
Ref. date of supply and Teko Telecom Invoice number:		TEKO TELECOM Warranty: YES/NO	

#### Detailed explanation of the problem :

Be as much specific as possible, referring to units serial numbers and kind of problem. Also describe the equipment Led Alarm status and any other available info about the failure.

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Please note that returning defective equipment to Teko Telecom must be previously **AUTHORISED** by a Return Authorization Number (RAN) issued according to item 9 of our General Conditions of Sale (ref. Section 2 of this form). Any product returned without our authorization will be rejected.

#### Shipping Address for the repaired equipment:

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## FAILURE NOTICE FORM

SECTION 2 OF THIS FORM WILL BE FILLED IN BY TEKO TELECOM AND SENT BACK TO THE CUSTOMER AFTER THE EVALUATION OF THE INFORMATION CONTAINED IN SECTION 1

### **SECTION 2. RETURN AUTHORIZATION NUMBER**

- to be filled in by Teko Telecom

\_\_\_\_\_ ( date )

**RAN :** \_\_\_\_\_ ( for the repair of: \_\_\_\_\_ )

### **Shipping instructions for goods to be returned:**

Unless otherwise agreed, goods must be shipped on FREIGHT PREPAID basis.

Shipping address:      TEKO TELECOM SPA  
                                 Att.: After-Sale Department  
                                 Ph. +39 051 6946811  
                                 Via Meucci, 24/a  
                                 40024 Castel S. Pietro Terme (BO) – Italy

If shipped by airfreight from a **non European country** (please do not consider the following if you are a member State of the European Union), goods are to be addressed to:  
**TEKO TELECOM SPA C/O HELLMANN WORLDWIDE LOGISTICS (Customs Broker)**  
**Blocco 6.2 Interporto**  
**40010 Bentivoglio, Bologna – Italy**  
**ph: +39 051 665 5811**

In order to make Customs clearances and operations, goods must be shipped along with a Proforma Invoice mentioning equipment's value for Euro \_\_\_\_\_ for Customs purposes only and its serial number.

Pls. fax the Proforma Invoice to our Export Sales Department fax +39 051 948473 for approval before shipment. We would also appreciate receiving copy of the related Air Waybill.