

TiCad GmbH & Co. KG
 Heegwaldstraße 3-5
 D- 63674 Altenstadt

**Please complete this form and include it in the package.
 When sending in an E-trolley, please always make
 sure to include the entire frame, battery and charger.**

Sender	Customer reference no		Different return address
	Company		
	Name, surname		
	House No., street		
	Town, post code		
	Telephone		
	E-Mail		

(Please complete in block letters or stamp with company stamp)

Service order	Description of fault (the more detailed the better, please feel free to continue on the rear)
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(Please complete or enclose a copy of our documentation))

Additional service work to be effected: Inspection or winter check Check battery

Please consider, that the inspection and labour costs generally occur already by verifying the service order and fault finding and therefore have to be part of the repair invoice. Furthermore, for a quicker procedure of the repair, we have to execute an order you place with us for an inspection or a winter check already when issuing the cost estimate, and therefore it cannot be voided. The positions marked with ‚service‘ are part of the lump sum, indicated in the field ‚inspection and labour costs‘ and these works have been already performed when a cost estimate was issued.

Please note that the conclusion of the contract for service orders will be only valid with sending our cost estimate. Besides our General Terms and Conditions of Sale "GTC service for end consumers", which is available on our homepage under www.ticad.de, have to be applied here.

Shipment of batteries:



Please ship batteries completely -free from damage-, always together with the trolley. Put the battery in the battery compartment, fasten it with the strap and protect the connector against short circuiting (but please do not connect the battery plug with the trolley). The ready-packed trolley incl. battery completely free from damage, complies with UN3171, is not hazardous good and therefore also does not have to be declared as such.

It is prohibited to hand batteries that are not completely safe over to commercial carriers for transport.
 'Not completely safe' is defined as a tendency to quickly loose charge, dangerous reactions, combustion, developing dangerously high temperatures and to emit toxic, acidic or flammable gasses.
If you cannot tick one of the following criteria, the battery must not be transported. Please read the following carefully and tick to confirm.

- Damage to battery housing** no
 Damage to housing, cable or connector, loose parts inside the housing (shake and listen)
 known or visible water damage, leaking electrolyte/white salt stains on housing
- Noticeable changes in temperature** no
 Hotter than hand-hot, scorched or deformed plastic parts
- Noticeable smell** no
 Abnormal smell (electrolyte), smell of scorched plastic or components

Please consider, that we cannot repair or return batteries we received in damaged condition.

Date/sender's signature