



**Your partner for service**

By purchasing a SAMIX® machine you decided for performance and quality. If you still need help, the SAMIX® factory customer service will help quickly and reliably.

**Repair order**

We offer all kind of of service actions for your defective machine in usual SAMIX® quality. You may place your repair order online, by fax or by phone.

**SAMIX GmbH**

**Am Köhlersgehäu 50  
98544 Zella-Mehlis  
Germany**

**phone: +49 3682 455 0  
fax: +49 3682 455 200  
email: service@samix.com**

To guarantee a quick response, we kindly ask to use the online form or fulfill the order and send it back.

Company	
Name	
Adress	
Postal code	
Place	
Country	
Phone	
Fax	
Email	

Model	
Serial-id.	
Date of purchase	
Error description	

Pick up desired ?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	Packaging available ?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
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**Service procedures:**

The SAMIX® factory service will create a pick-up order and delivers a package if needed. After arrival of the machine our service technicians will perform a repair check. A repair within the period of 24 months from date of purchase in comply with the manufacturer's warranty incurs no repair costs. The proof for the date of purchase is the invoice. Please send it with your repair order. You will get a repair quote on fee-based repairs first. Repair and return is initiated after your confirmation.

\_\_\_\_\_   
place, date

\_\_\_\_\_   
signature