

# REPAIR ORDER FORM



Service phone: (800) 554-8741

www.festoolusa.com



One Form per Tool please!

<p><b>Dealer Name and Address</b> (This section applies to dealers only)</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Phone: _____</p> <p>Fax: _____</p> <p>E-mail: _____</p>	<p>I am <input type="checkbox"/> Festool Retailer</p> <p><input type="checkbox"/> User      Date: _____</p> <hr style="border-top: 1px dashed black;"/> <table style="width: 100%;"> <tr> <td style="width: 50%;"><b>Return to:</b></td> <td style="width: 50%;"><b>Invoice to:</b></td> </tr> <tr> <td><input type="checkbox"/> Dealer</td> <td><input type="checkbox"/> Dealer</td> </tr> <tr> <td><input type="checkbox"/> End User</td> <td><input type="checkbox"/> End User</td> </tr> </table>	<b>Return to:</b>	<b>Invoice to:</b>	<input type="checkbox"/> Dealer	<input type="checkbox"/> Dealer	<input type="checkbox"/> End User	<input type="checkbox"/> End User						
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<input type="checkbox"/> End User	<input type="checkbox"/> End User												
<p><b>Customer Name and Address</b></p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Phone: _____</p> <p>Fax: _____</p> <p>E-mail: _____</p>	<p><b>Tool:</b> _____</p> <p><b>Notes</b></p> <p>_____</p> <p>_____</p> <p>_____</p>												
<p><b>Enclosed accessories and consumables:</b></p> <table style="width: 100%;"> <tr> <td><input type="checkbox"/> Systainer</td> <td><input type="checkbox"/> Blade</td> <td><input type="checkbox"/> Plug-it cable</td> </tr> <tr> <td><input type="checkbox"/> Handle</td> <td><input type="checkbox"/> Sanding pad</td> <td><input type="checkbox"/> Battery</td> </tr> <tr> <td><input type="checkbox"/> Chuck</td> <td><input type="checkbox"/> Collet</td> <td><input type="checkbox"/> Other: _____</td> </tr> <tr> <td><input type="checkbox"/> Drill bit</td> <td><input type="checkbox"/> Router bit</td> <td>_____</td> </tr> </table>		<input type="checkbox"/> Systainer	<input type="checkbox"/> Blade	<input type="checkbox"/> Plug-it cable	<input type="checkbox"/> Handle	<input type="checkbox"/> Sanding pad	<input type="checkbox"/> Battery	<input type="checkbox"/> Chuck	<input type="checkbox"/> Collet	<input type="checkbox"/> Other: _____	<input type="checkbox"/> Drill bit	<input type="checkbox"/> Router bit	_____
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<p><b>Complaint (please describe detail)</b></p> <table style="width: 100%;"> <tr> <td><input type="checkbox"/> Mechanical defect</td> <td>Other: _____</td> </tr> <tr> <td><input type="checkbox"/> Electrical defect</td> <td>_____</td> </tr> <tr> <td><input type="checkbox"/> Fall, Breakage, Deformation</td> <td>_____</td> </tr> <tr> <td><input type="checkbox"/> Noise, Vibration</td> <td>_____</td> </tr> <tr> <td><input type="checkbox"/> Over Heating</td> <td>_____</td> </tr> <tr> <td><input type="checkbox"/> Wear</td> <td>_____</td> </tr> </table>		<input type="checkbox"/> Mechanical defect	Other: _____	<input type="checkbox"/> Electrical defect	_____	<input type="checkbox"/> Fall, Breakage, Deformation	_____	<input type="checkbox"/> Noise, Vibration	_____	<input type="checkbox"/> Over Heating	_____	<input type="checkbox"/> Wear	_____
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<input type="checkbox"/> Wear	_____												
<p><b>Repair Authorization:</b></p> <p>I authorize the repair for the following amount (plus tax and freight):</p> <p><input type="checkbox"/> \$0-\$75      <input type="checkbox"/> \$76-\$100      <input type="checkbox"/> \$101-\$125      <input type="checkbox"/> Other _____</p> <p><input type="checkbox"/> I would like a <b>quote</b>.</p>													
<p style="text-align: center;">(This section does not apply to dealers.)</p> <p><b>Method Of Payment:</b></p> <p><input type="checkbox"/> COD    <input type="checkbox"/> M/C    <input type="checkbox"/> Visa    <input type="checkbox"/> Discover    <input type="checkbox"/> Amex</p> <p>Name on Credit Card _____</p> <p>Credit Card # _____</p> <p>Exp. Date: ____/____</p> <p><b>Providing payment information will expedite the repair.</b></p>													

If you have any questions call our service department at (800) 554-8741. You can also download this form from our web page [www.festoolusa.com](http://www.festoolusa.com) under Service - Repairs and Returns

**Indiana Service Center**

Festool Repair  
400 North Enterprise Blvd  
Lebanon, IN 46052

**California Service Center**

Festool Repair  
140 Los Carneros Way  
Goleta, CA 93117