

# Our after sales service

## Our after sales service



Dear customers,  
we manufacture our products and solutions to the highest quality standards. Low numbers of returns, successful process audits and the long-term and reliable use of our products in the field underline our efforts in this sphere.

We very much regret that a product that we have supplied has developed faults. We would ask for your assistance so that we can give you the best possible support.

Please complete the **service form** to enable us to process your claim quickly and without any problems.

Once we have received your complaint at our service & support department, you will receive what we call an RMA number. Please write this number clearly on the package and then send the goods in their original packaging with new outer packaging back to us. Once we have received the goods, we will process the fault as quickly as possible.

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### You have the following channels for sending us the form:

Send the complaints form...

...as a mail via the Send button in the document,

...as a fax to +49 (0) 37468 660-66, oder

...as an attachment to [support@gett.de](mailto:support@gett.de).