

Lucas-Nuelle-Service - Repair request

Repair service: How it works - Processing takes place in 6 steps



Please complete the „repair request“ form in as much detail as possible. Include the details of your company, school or institute as well as your personal contact details and the product and delivery details of the device in question.



We will check the information you have provided and contact you to clarify the next steps in regards to returning the defective product and the cost of repair.



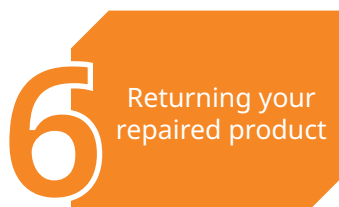
You will receive an RMA document from us containing your RMA number. Please print this out and enclose it with the return. Please note that incoming returns that do not contain an RMA number cannot be processed.



Please send the delivery to:
Lucas-Nuelle GmbH · Repair Department · Dieselstr. 1 · 50170 Kerpen
If required, we can provide you with packaging material.



We will keep you informed of the progress of your request by e-mail. For enquiries that are not covered by the warranty, you will receive a cost estimate for the repair of your equipment.



Once the repair has been successfully completed, your device will be returned to you immediately.

Thank you for choosing Lucas-Nuelle products and services. If you have any further questions, please do not hesitate to contact our team.

You can reach us at service@lucas-nuelle.com.

Yours sincerely,
Lucas-Nuelle-Service