SYNOLOGY REPAIR ORDER

TN-Notebooks

Please complete on your computer, print and enclose with the device.

Name

Email address

Street / House number

Home phone

Postal code / City

Mobile phone

Country

Business phone

Model

REQUIRED: Please provide a mobile number where we can reach you during the day.

Serial number

How did you find us?

DSM version

☐ TN-Notebooks website

☐ Synology forum ☐ eBay

Please number and remove all hard drives. Do not send any hard drives.

Have you removed all hard drives? ☐ Yes ☐ No

IMPORTANT: We accept no liability for data loss.

Are the drive trays still in the NAS? ☐ Yes ☐ No

Depending on the model, these may be needed for repair and testing. Please contact us if necessary.

Fault description

Please describe the fault in detail, including when and how it first occurred.
Please also mention details that may seem unimportant for troubleshooting.

Previous repairs / repair attempts · if any, please specify.

Please tick as applicable:

Was the fault initially intermittent and did it become worse?	☐ Yes	☐ No
Did the fault occur suddenly?	☐ Yes	☐ No
Is the fault time- or temperature-dependent?	☐ Yes	☐ No

Repair cost authorization up to (required): EUR incl. VAT, plus return shipping

The authorized amount is the cost limit. Only actual repair costs will be charged.

Packing list: ☐ Power supply ☐ Drive trays ☐ Front panel ☐ No hard drives

☐ I have read and accept the additional repair terms and important notices on pages 1 and 2.

Date: _____ Signature: _____

PAGE 2 · ADDITIONAL REPAIR TERMS AND IMPORTANT NOTICES

Our General Terms and Conditions (AGB) and repair terms published at www.TN-Notebooks.de apply.

Privacy and communication

We use the personal data you provide exclusively to process and carry out your repair order and to comply with the associated legal obligations.

For this purpose, we may contact you by email or telephone. For shipping and return shipping of your device, the necessary data, in particular your name, address and, where applicable, email address and telephone number, may be passed on to the shipping service provider.

Data relevant to invoicing and tax matters will be retained in accordance with statutory retention requirements.

Your contact details will not be used for advertising. Data will be disclosed to third parties only insofar as necessary for contract processing, shipping, invoicing or compliance with legal obligations.

Packaging and shipping

Please pack your device carefully and with sufficient protection to prevent damage during transport.

We recommend protecting the device on all sides with at least four finger-widths of suitable cushioning material, such as bubble wrap, air pillows, packing peanuts or crumpled packing paper. For additional protection against moisture and dirt, the device may be wrapped in film or placed in a sufficiently large plastic bag.

Under no circumstances should you use cut or broken polystyrene foam or polystyrene foam sheets.

The current packaging requirements and transport conditions of the shipping service provider used shall apply. The sender is responsible for transport-safe packaging and proper handover to the shipping service provider.

We accept no liability for transport damage that was not caused by us or for which we are not responsible.

Your device will generally be returned in the packaging you used.

Please send your device to the address below with postage prepaid. Packages sent with postage due will not be accepted.

Repair and possible costs

The success of a component-level repair cannot be guaranteed. In individual cases, a repair may be technically impossible or economically unreasonable due to the expected costs.

Troubleshooting and repair may require work that changes the technical condition of the device or functions that were still operational beforehand. If the repair is discontinued for the reasons stated above, the device will normally be returned in the condition it is in when the repair is discontinued. Restoration of the original condition or previously existing functions, including any necessary reassembly, component installation or cleaning, is not provided for in this case.

If a repair is discontinued, we charge a maximum of one hour of labor (EUR 60.00 net plus statutory VAT) for the work performed. Any materials already used and return shipping costs will also be charged.

Recovery or disposal

If a repair is technically or economically impossible, you may instead release your device for recovery or disposal at our workshop. If you release it for recovery, return shipping costs will not apply.

If you leave your entire device with us for recovery, we may, in individual cases, offer to waive the diagnostic and repair costs already incurred.

We will be happy to clarify with you whether such a waiver is possible. Simply ask us about it.

Invoice and return shipping

Once the repair has been successfully completed, you will receive your invoice in advance as a PDF by email.

After payment has been received, we will return the device together with the original invoice in your own packaging.

Return shipping is exclusively via DHL.

Shipping address

TN-Notebooks
Thomas Neumann
Faulbruchstr. 28a
65428 Rüsselsheim
Germany

Contact

Phone: +49 (0)6142 793476
Email: info@TN-Notebooks.de
Website: www.TN-Notebooks.de