



Heidelberg Wallbox

Questionnaire for you complaint / return

➔ **From which seller / contractual partner was your Wallbox ordered**

Seller / contractual partner:

A copy of the original invoice must be enclosed as proof of warranty

➔ **What is the item no. and serial no. Your wallbox, which is located on the type plate (right side)**

Item-No.:

Serial-No.:

➔ **For which brand of car was the Wallbox used when the error occurred?**

Car Brand:

Type:

Construction year:

➔ **Please give us information about the error:**

Status LED:

☐ permanent green

☐ permanent red

☐ flashes yellow

☐ flashes red/yellow

Other reason:

➔ **Was the Wallbox installed by a qualified electrician in accordance with the installation instructions?**

☐ Yes

☐ No

➔ **How was the Wallbox operated?**

☐ single phase

☐ three phase

Note:

In the case of an unjustified return (e. G. the product is not defective; incorrect use by the customer, etc.), a processing fee of 56,50 € per device will be charged.