

SERVICECASE PV-MODULE

Your concern is important for us! To ensure a quick processing please complete the questionnaire and forward it to aftersales@luxor-solar.com

CONTACT PERSON

Who is requesting ? system owner installer distributor

Company: Contact name:

Phone: E-mail-address:

Your reference:

DETAILS ABOUT THE PV-SYSTEM

Owner: PV-type: Rooftop

Address: Open space

Postcode, City: Other: (Please describe)

Land:

Address plant location:

(Address, Postcode, City, Land)

Total system capacity: kWp

Number of modules: pieces

Type of inverter(s):

CLAIM DETAILS

When was the damage noticed:

Module type: LX -

Article-No.: (if known) LD

Number of effected modules: pieces

Serial-No. effected modules:

(alternatively attach more as a table file)

Exact error description:

ONLY IF TRANSPORT DAMAGE

Damage noted on shipping documents? Yes No

Has the damage been reported to the shipping company? Yes No

Shipping company name:

Delivery vehicle number plate:

Delivering date:

NECESSARY DETAILS AND DOCUMENTS

Date of invoice:

Please also attach copies of the following documents to this form (please tick):

- Original invoice copy that you received from Luxor Solar GmbH or the invoice from your supplier.
- Photos of the complete front and rear side of each module with the name of the respective serial number
(Serieno_Front.jpg, or. similar.)
- Detailed photos of the affected area with the name of the respective serial number.
- Photos and/or plan of the entire photovoltaic system with markings of the claimed modules
- In case of underperformance, documentation of the measurements
- Warranty conditions valid at the time of purchase

COMPENSATION DETAILS

- We do not need a replacement, we would like a credit note. (Conditions can be found in our [warranty conditions](#).)
 - We would like a replacement. If no comparable modules are available, a credit note will be issued.
Delivery address :
- Replacement delivery details :

LEGAL INFORMATION (DSVGO)

The processing of your personal data is necessary for the handling of your request. As soon as you send us the questionnaire, we are entitled to process your personal data in order to deal with your request. The processing of your personal data is based on Art. 6 para. 1 lit. b and lit. c DSGVO. Further information on the subject of data protection can be found in our info@luxor-solar.com wenden.

PHOTOS - IMAGE MATERIAL

If you have any questions, you can contact us at any time by e-mail at info@luxor-solar.com.

I hereby transfer to Luxor Solar GmbH free of charge a simple right of use, unlimited in space and time, to the photographs of the modules concerned attached to this form and authorize Luxor Solar GmbH to use the following

- for all types of use (internal use, e.g. use for internal documentation, and external use, e.g. reviewers, suppliers, use in FAQs, publication on the use, e.g. reviewers, pre-suppliers, use in the FAQs, publication on website,, social media, in print media).
- Only for internal purposes, e.g. use for internal documentation.

I also grant Luxor Solar GmbH the right to edit and modify the photographs. Luxor Solar GmbH is not obliged to provide the photographs with a copyright notice. I hereby affirm that I am the photographer of the photographs of the modules concerned and am entitled to grant Luxor Solar GmbH these rights of use.

- Only for processing this request. No further use of the photos will be granted to Luxor Solar GmbH.

Location: Date: Name:

SAVE

SEND COMPLETED