

# SERVICE & WARRANTY REQUEST FORM

## IMPORTANT INFORMATION

Read the following instructions thoroughly to ensure effective handling and to avoid unnecessary costs.

### Before you send anything in for repair, please make sure you have done the following:

- ♦ Read through the instructions manual and see if you can solve your problem by using the "Troubleshooting" section.
- ♦ If applicable and possible, update your unit with the latest available system software (firmware).

If neither the manual nor firmware update solves your problem, please feel free to contact our service hotline at +358-(0)20 163 0555 or send us an email at [service@bergsala.fi](mailto:service@bergsala.fi).

If we cannot help you via e-mail or phone we will ask of you to send us the defective unit.

### The procedure in case you need to send your unit to us

- ♦ Make a copy of your receipt and attach it to the unit.
- ♦ If you don't have a receipt or the damage isn't covered by the warranty you can send your unit to us and have it repaired for a cost. *If possible we will leave a preliminary cost based on your error description.*
- ♦ If the problem is covered by warranty you should primarily ask the retailer who sold you the unit for help. It is also possible for you to send the defective unit to us directly on the following address (only send traceable):  
Oy Bergsala AB  
Valimotie 13a  
00380 Helsinki, Finland
- ♦ Fill out the following form digitally and print it, or print it and fill it out by hand. This document can be found here: [www.bgroup-files.com/images/garanti/garanti\\_en.pdf](http://www.bgroup-files.com/images/garanti/garanti_en.pdf)

DON'T FORGET TO ATTACH THE RECEIPT

Name

Address

ZIP code

City

Country

E-mail

Phone

Cell phone

Product

Serial number on product (if applicable)

**Attached** (List all products that are included in the package; games, sd-card, controllers etcetera (you only need to send us the defective unit, no additional controllers or cables unless otherwise instructed))

Error description

Additional information

**Cost estimate** (Fill this out if you've received a preliminary quote from us)

I accept the preliminary cost but I am also aware that the price can change in case the repair is more costly than anticipated to fix. (If the cost is estimated to exceed the preliminary cost one of our service technicians will contact you before repair is initiated.)

I confirm that I who order this repair is at least 18 years old.

**Bergsala**  
SERVICE CENTER

**Oy Bergsala AB**  
Valimotie 13a  
00380 Helsinki, Finland

PHONE 020 163 0555  
E-MAIL [service@bergsala.fi](mailto:service@bergsala.fi)  
WEB [www.bergsala.fi](http://www.bergsala.fi)