

Your contact details

Surname, first name

Street, no.

Postcode, city

Telephone number (for any queries)

E-mail (for any queries)

Your return address (if different)

Surname, first name

Street, no.

Postcode, city

Membership number (only for co-operating specialist dealers)

Complaints

Product description: _____

Serial number: _____

Date of purchase: _____

Where to buy: _____

General problems:

No function

permanent error

Sporadic error

Error after _____ (Time)

Control unit / Antenna:

Problems with movement

Unusual noises

Satellite is not found

No signal on the device (TV/receiver)

Receiver / TV /
measuring devices:

No signal via DVB-____

Device hangs up after _____

No picture

No sound

Detailed
error description:

Please provide a precise and detailed description of the fault. Statements such as 'defective' are not sufficient and can significantly slow down the processing.

Information that you must observe when returning goods:

1. If available, pack the product in its original packaging to avoid any damage during transport.
2. If possible, send the goods to us with all accessories.
3. If your product is still under warranty, please enclose a copy of the proof of purchase. Complaints within the warranty period cannot be processed without a valid proof of purchase.
4. Do not send the package freight collect. We will not accept freight collect packages. If necessary, contact your specialist dealer to clarify the complaint in advance.

Return address

Megasat Werke GmbH
Brückenstraße 2a
- Retourenabteilung -
D-97618 Niederlauer