To speed up the processing of your request, please return this completed form by e-mail to the following address: [*support@texense.com*](mailto:support@texense.com) or enclose it with the faulty part(s).

⇨ Parts for strain gauging must be sent fully assembled (with mounted ball joints & counterparts)

⇨ Connectors should be removed, otherwise pin-out information is mandatory

**1. Customer contact details**

Date:……/……/…… Customer:…………………………………………………………………………

Contact name: ……………………………E-mail: ……………………………… Phone: ………………

Billing address: ……………………………………………………………………………………………

Return address:……………………………………………………………………………………………

**2. Product information**

|  |  |  |  |
| --- | --- | --- | --- |
| **Product Reference\*** | **Qty\*** | **Serial Number\*** | **Incident\*** |
| ……………………………………  ……………………………………  ……………………………………  …………………………………… |  | ……………………………  ……………………………  ……………………………  …………………………… | ………………………………………………  ………………………………………………  ………………………………………………  ……………………………………………… |

|  |
| --- |
| Details of the malfunction observed\*  Work to be carried out\* |
| ……………………………………………………………………………  ……………………………………………………………………………  ……………………………………………………………………………  ……………………………………………………………………………  ……………………………………………………………………………  ……………………………………………………………………………  ……………………………………………………………………………  ……………………………………………………………………………  …………………………………………………………………………… |

|  |  |
| --- | --- |
| Connector: | |
| ………………………………… | |
| Pin | Function |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |
| 5 |  |
| 6 |  |

**3. Connectors and Pin-out 4. Additional information**

*\*These fields are mandatory and must be completed for your request to be processed correctly.*

*To complete your request, please attach photos of the fault.*