



Dear Customer,

To ensure the best possible service, we kindly ask you to read this whole form and complete it carefully. In order to process your request as quickly as possible, please join a copy of your purchase invoice in your package.

**If the technical problem concerns the power supply or the charging of a battery, please remember to send us the charger of your device as well.**

## Our after-sales services process

1. Please contact our technical support by email or phone. Describe in a few sentences the problem encountered.

Email: [sav@orbitica.com](mailto:sav@orbitica.com)

Phone: +33 (0)5 62 24 31 76

2. Complete the entire form below.

3. Ship the device to the following address, make sure to attach a copy of your purchase invoice, the charger (if necessary) and the completed form.

**ORBITICS – SAV**  
**Innopolis Hall B – 1149 La Pyrénéenne**  
**31670 Labège – France**

## Guaranteed equipment

If your product is under warranty, we will repair (or exchange) it without additional cost. To facilitate the processing of your request, do not forget to attach a copy of your purchase invoice.

## Equipment out of warranty

When your product is out of warranty, we send you a quote with the details of the repair costs. By accepting this quote, you confirm that you will bear all of these costs.

In case of refusal, some manufacturers charge additional fees.

## Data back-up

You are responsible of your data. Remember to save your data. The after-sales service may have to do a factory RESET or a standard exchange which will result in the permanent loss of your data.

Remember to provide us your device unlock codes, PINs or other access codes.

## Transport

As the transport and insurance of the equipment are under your responsibility, we recommend you to use a conveyance guaranteed by delivery against signature. Make sure to protect the product and use suitable packaging. Any product arriving damaged due to defective packaging will not be guaranteed.

The shipping costs for returning your device to our offices are under your responsibility. The shipping costs of re-shipment after repair are at our expense for a shipment to metropolitan France and under warranty. Out of warranty or outside metropolitan France, they are on your responsibility.

GPS - GNSS ● SATCOM ● RADIOCOM ● IT EXTREME

Orbitica brand is represented in France by the Orbitics SAS company with a capital of 100 000 Euros.

Head office: 1149, la Pyrénéenne – 31670 Labège. RCS B 349 848 721 – Intra-community VAT number: FR 64 349 848 721

# AFTER-SALE SERVICES FORM

Form to be completed and attached to the package with a copy of the invoice

## Customer details

[Redacted]  
Company

[Redacted]  
Last name and first name

[Redacted]  
Phone

[Redacted]  
E-mail address

**Address:**  
Orbitics - SAV  
Innopolis Hall B - 1149 La Pyrénéenne  
31670 Labège - France

sav@orbitica.com  
+33 (0)5 62 24 31 76

## Product information

[Redacted]  
Designation

[Redacted]  
Reference

[Redacted]  
Serial number

[Redacted]  
Date of purchase

## Customer return address

[Redacted]  
Company

[Redacted]  
Contact

[Redacted]  
Address

[Redacted]  
Address 2

[Redacted] [Redacted]  
Postal code City

[Redacted]  
Country

[Redacted] [Redacted]  
Phone Fax

[Redacted]  
E-mail address

## Equipment included

[Redacted]

Mention the material sent with your product (battery, power supply, etc.)

## Description of the failure and any information on the device

[Redacted]

Mention in detail your problem and all the information useful for processing your request (PIN codes, etc.)

GPS - GNSS ● SATCOM ● RADIOCOM ● IT EXTREME

Orbitica brand is represented in France by the Orbitics SAS company with a capital of 100 000 Euros.

Head office: 1149, la Pyrénéenne – 31670 Labège. RCS B 349 848 721 – Intra-community VAT number: FR 64 349 848 721