

CHG-MERIDIAN ASSET CARE® MOBILE DAMAGE REPORT



- Manufacturer warranty / manufacturer exchange
- Damage
- Theft

Company name

Customer no.

Date and time of the damage

Location and address

Asset(s) affected

Serial number(s) / IMEI number(s)

Lease schedule(s)

Events leading up to the damage, and cause
(Please provide full description and details)

Contact for queries
(contact details and email address)

Damage ticket number

If the item has been lost, please also include the following:

Local police station

Case number / crime reference number

Please help us to ensure that claims are processed swiftly by following the procedure below.

Please report the loss/damage **immediately** by email (please note deadlines) using the attached electronic claims form or by telephone using the following contact details:

service@spb-deutschland.de

Service hotline: +49 (0)9101 905 89295, Monday to Friday 8 a.m. – 5 p.m.

If you make a report by telephone, please have the following documents and information to hand:

In the event of damage, theft, or loss:

- Manufacturer, make, and model of the asset concerned
- Serial number / IMEI number
- Cause of the damage (please describe the events leading up to the damage and the actual cause of the damage in detail!)
- Police report (for property crimes, please note that the incident must be reported within 24 hours)
- Contact/causer of damage in the event of queries

Once you have entered this information, you will receive a **damage ticket number**. Please send the damaged asset and the **completed damage form**, quoting this number, to the address (of our partner) that you have been given.

Please note the following **before shipping**:

- **Carry out a full data back-up before shipping the damaged asset.**
- **Before shipping the damaged asset, disable all enabled Apple IDs (business and private) and the Find My iPhone function**
- **Do not attempt to repair the asset yourself.**

Never send damaged assets **without prior notification**.

Always register the claim **in advance** using the ticket system.

This will ensure that your claim is processed quickly and efficiently.

Once it has been inspected and the insurance cover has been verified, the asset will be repaired as quickly as possible – or, in the event of a write-off, replaced by an equivalent device – and returned to you.

Deductible in the event of a claim:

- The claim will be settled without a deductible