

Aftersales return slip – Retailer

Fill 1 form for 1 product
and join it to the parcel

Do not to use for commercial returns

Date of shipping: / /

Retailer information (fill out in CAPITAL LETTERS)

Customer code : _____ Delivery (if different from usual) _____


Retailer name : _____ Street : _____

Phone : _____ Zip Code / City _____

Email : _____ Country : _____

Product information (fill out in CAPITAL LETTERS)

Product name : _____ Date of purchase _____ Attach bill copy if the product is under warranty

Item code : _____ 6 figures digit, above barcode or on bill  Item code

Accessories shipped with the replica (check all that apply)

Battery Original box Inside upgrade : _____

Battery charger Gun bag Outside customization : _____

BBs magazine Other (optical, etc.) : _____

Product return reasons (fill out in CAPITAL LETTERS)

battery charger out of order BBs feeding issue Gear-box problem

BBs magazine leak Electrical problem Broken part : _____

Hop-up faulty settings Other : _____

Describe why your replica doesn't work properly and weather it is a recurring issue (in CAPITAL LETTERS)

User information, if we need to contact him for further information

Last name : _____ Phone : _____

First name : _____ Email : _____

How to prepare your parcel in order to ensure a quick treatment by our services ?

1. Send your parcel to the adress "SAV Cybergun". The adress is indicated at the top right corner
2. Indicate your customer code (4 digits or 1 letter and 4 digits) in the "From" field outside of the parcel
3. If parcel is above 20 kg, split in several parcels

Before you send back the product to us, have you done basic checks ?

- ✓ Is there some gas/CO2 in the magazine ?
- ✓ Does some not-recommended by Cybergun BBs have been used ?
- ✓ Battery is properly charged and installed ?
- ✓ Is the fuse working ?
- ✓ Is the battery charger compatible with this product ?
- ✓ If the product is no longer under warranty, you can ask for a quotation by email

For maintenance and minor repairs, watch our videos on YouTube : www.youtube.com/MrCybergun

Only Cybergun will validate or not if the warranty could apply, and under the express condition that the invoice is provided. No warranty would be applied if the product has been removed or modified. Any use of non-compliant and not recommended by Cybergun ball voids the warranty. If damage is too excessive, an estimate will be established. For any material not distributed by Cybergun, quote will be bill 35€ (without VAT) or product will be returned. Thank you to ship the product in a closed, solid package, unidentifiable and with a tracking system. For a shipment without tracking, Cybergun accept no liability for loss.