

REPAIR ORDER



(Please fill out in block letters.)

PERSONAL INFORMATION

Name, First Name: _____
Street, House Number: _____
Postal Code, City: _____
Telephone: _____
Mobile: _____
E-Mail: _____
Purchase Date: _____

PLEASE SEND US A COPY OF THE INVOICE!

DEVICE INFORMATION

(You can find this information on the packaging or by typing „*#06#“ on your phone's keypad.
The two IMEI numbers will then be displayed.)

Model: _____
IMEI 1: _____
IMEI 2: _____



The device will be formatted by us.

This process will delete all data stored on the device.

In your own interest, we ask you to back up the data before sending it in.

We do not assume any responsibility for the preservation of your data.

ERROR DESCRIPTION



Note:

Please read the information on data collection and the safety conditions for battery shipping carefully.

INFORMATION ON DATA COLLECTION ACCORDING TO ARTICLE 13 GDPR

Cyrus Technology GmbH, Hergelsbendenstraße 49, 52080 Aachen, Managing Director Mrs. Roonak Emami, collects your data to fulfill legal obligations.

The data collection and processing is necessary to carry out legal obligations and is based on Article 6(1)(c) GDPR.

Where necessary to fulfill our legal obligations, your personal data will only be shared with third parties involved in meeting those obligations.

This includes:

- » Internal departments that require the data to properly perform their duties
- » Service providers involved in proper business operations (e.g. DHL)
- » External parties involved in proper warranty processing

We collect the following data:

- » Your name and address
- » Your phone and mobile number, email address
- » If necessary or requested, your bank details
- » Device information with purchase date and the dealer

Your data will be deleted as soon as it is no longer needed for the purpose it was collected. Personal data related to repair processes will be retained in accordance with legal retention obligations for up to 10 years (§ 147 AO, § 257 HGB).

We implement technical and organizational measures to protect your data against unauthorized access, loss, or misuse. We will not use your data for advertising purposes and will not sell your data to other companies.

You have the right to request information about the data we store about you, to have incorrect data corrected, or to request the deletion of unlawfully stored data. You can contact our data protection officer at datenschutz@cyrustechnology.de.

You also have the right to lodge a complaint with the competent data protection supervisory authority: The State Commissioner for Data Protection and Freedom of Information North Rhine-Westphalia, Bettina Gayk, www.ldi.nrw.de.

Your data will not be transferred to third countries.

July 25th, 2025



Note:

Please read the information on data collection and the safety conditions for battery shipping carefully.

SAFETY NOTICE:

PROPER HANDLING OF SWOLLEN OR SMOKING LITHIUM-ION BATTERIES

Safety Instructions / Handling of Swollen Lithium-Ion Batteries

Safety Measures

- » Do not use the device
- » Do not charge the device
- » Avoid mechanical stress (e.g., pressure or shocks) – Explosion hazard!

Storage

- » Store in a cool and dry place
- » Use fireproof packaging, such as a specialized box or metal container

Disposal

- » Dispose of only through authorized recycling facilities (e.g., e-waste collection points with lithium battery handling).
- » Inform personnel on-site that the battery is swollen.
- » Do not ship! – Shipping by post, courier, or any transport service is strictly prohibited due to fire and explosion risk.

Photo documentation

For damage and warranty inspection, please take clear photographs of the device exterior. Photograph only the outside (for example front, back and side views). Do not disassemble or open the device. Opening the housing can damage the battery and create an immediate fire or explosion hazard. Any manipulation increases the risk of a short circuit or thermal runaway.

Warning: Even a single one of the following signs indicates acute fire or explosion risk and requires immediate response:

Critical warning signs:

- » Visible swelling or deformation of the battery – regardless of whether minor or severe.
- » Smoke emission or unusual smell from the battery.
- » **Important: Even one of these symptoms is enough to classify the battery as dangerous.**

Shipping prohibition:

Swollen and/or smoking lithium-ion batteries are strictly prohibited from shipping via mail, courier, or any transport service due to fire and explosion hazards.

What is allowed?

Lithium-ion batteries may only be disposed of or shipped via standard procedures if all of the following conditions are met:

- » They are externally undamaged.
- » They show no signs of thermal instability (e.g., swelling, cracks, excessive heat).
- » There is no smoke or unusual odor.
- » The defect is typical, e.g., capacity loss or charging failure.

In such cases, standard hazardous materials and disposal regulations apply.

Please note: Lithium-ion batteries are subject to special packaging and labeling requirements.

Always confirm with the shipping provider in advance whether and how the shipment is permissible.

No liability will be accepted for improper packaging or unauthorized shipments.