Technical Support

Please use block capitals

ROMPA

- An online version of this form is available at **www.rompa.com**
- If you prefer to use pen and paper, please complete and return this form to:
  Rompa Ltd, Unit 1–4, Carrwood Ind Est, Carrwood Road, Chesterfield, S41 9QB • Email **sales@rompa.com** • Tel **01246 211 777**

01. Your Details

Name

Company If applicable

Email

Telephone

☐ **You are available to be contacted using the above details between 08:30–16:30 (UK Time) Mon–Fri**

02. Product Details

Product Code

Product Name / Description If product code unknown

Serial Number

Original Order Number

03. Initial Investigation

Date Reported

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☐ **You have followed any troubleshooting instructions**

☐ **You have access to the internet** (for computer-based products)

☐ **You can supply images of the issue on request**

☐ **You can supply videos of the issue on request**

04. Context

In what environment/s or settings has the product been used?

Who uses the product?

05. Description

Detailed description of the issue

06. Steps to Recreate Optional

If you think we might have difficulty recreating the issue, you can list the steps here.

For software-related issues, you can help us debug faster by recording any error prompts, if a crash is happening in response to a specific event, how frequently a crash occurs etc.