

Technical Support Request Form

Please, fill, print and FAX the following form to number **++39.(0)432.830037** (PROEL S.r.l. – Italy)
 The form **does not contain any mandatory fill boxes**. However, we ask you to bear in mind that the **more information you give us, the easier it will be for us to deal with your request**.

Customer Details

Company	
Contact Person	
Contact	Address:
	State:
	Postal Code:
	Country:
Telephone	
Fax	
E-mail	
Other details	

Data about Software Proel

Name / Version			
Language			
Protection Key	Type	<input type="checkbox"/> HASP parallel	<input type="checkbox"/> HASP USB
			Serial Number:
Notes			

Data about the PC

Operating System		ServicePack:		Language:	
Processor					
RAM					
Video Card	Model:		Nr.Colors/bits:		Driver:
Printer	Model:				Driver:
Scanner	Model:				Driver:
Notes					

Laser Machines, Embroidery Machines or other Peripherals

Manufacturers / Models	
Notes	

Detailed description of the problem and list of steps to reproduce the problem

Very important to allow us to reproduce it immediately in our workshop and to provide you with timely solutions

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List of other programs running during the problem

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In accordance with Italian Privacy Law 675/96, your personal details will be treated with the utmost confidentiality.

Date	Stamp and signature

We thank you for having taken the time to complete this form. Your request will be examined as soon as it is received in order to provide you with a solution as soon as possible. PROEL S.r.l. – Via Marinoni 81 – 33031 Basiliano (UD) - Italy