Mura Car Accessories (MCA), a brand of **ExpandConect PC SRL**
A: 22 Lugoj street, 012212, Bucharest, Romania
T: (+4) 0756 767 964 | (+4) 0747 473 752 W: https://mca.electricmura.ro/en
E: support@mcahelp.zohodesk.com

OUR RECOMMENDATIONS

1. Use plenty of bubble wrap (or other cushioning material), especially around the plastic parts, and a cardboard box.
2. Remove the plastic fan (for video instructions, follow this link) and keep it with you until the unit is returned
3. This is a fillable pdf form and we recommend editing it on your computer directly.
4. If shipping by **post**, use the official company name: **ExpandConect PC SRL**
5. If shipping from **outside the E.U.**, contact us for **special shipping instructions**

REPAIR REQUEST FORM

(please print, fill in & add to the parcel)

Full name | Phone | E-mail

Return address | Date

VAT number (for companies only)

Preferred payment method: PayPal ☐ Bank Transfer ☐
Note: Payments made via PayPal incur an additional 4% processing fee.

Unit type (CCC / MASK / etc.)

VIN number

Extended warranty 2 years (+50 EUR)*** ☐ Yes ☐ No

Expedited shipping* ☐ Yes ☐ No

Expedited repair (within 24h) cost 100 eur** ☐ Yes ☐ No

Water damage ☐ Yes ☐ No ☐ Don't know

Has suffered a failed repair attempt*** ☐ Yes ☐ No ☐ Don't know

Please enable MP3 & AUX option *** ☐ Yes ☐ No

I want a software update *** ☐ Yes ☐ No

Fault description

How did you find us ? ☐ Google search ☐ Facebook ☐ Forum
☐ Google Ads ☐ Friend ☐ Other

Please remove the fan. Do not send it. We do not need it for the repair process
We do not take any responsibility if the fan gets damaged during transport

** Your unit is repaired and sent back within 24 hours from its receipt. Please mind the extra fee for this option, 100 euros, as mentioned on our website here: https:// mca.electricmura.ro/en/ccc-idrive-repair-pricing/ If a 24-hour repair is not possible, no extra charge is added

*** Optional services, each charged with a separate fee, as mentioned on our webpage: https://mca.electricmura.ro/en/ccc-idrive-repair-pricing/

Quick Links

Fan removal | Repair Fees | Shipping Rates