

Form (FO)

HP: Project management

Return of goods by customer

GP: Customer service

Please **always** enclose this return form when sending back material for repair. Without a filled in form we are not able to process your consignment and must return the goods to you at your expenses.
Please also note that we are not able to revise or repair your return material without a detailed fault description. The note "defective" is in no event sufficient. Please use an additional sheet for an explicit description and enclose drawings and/or outlines if necessary. This way, inquiries and errors are avoided and the repair process is accelerated.

Customer information:		Return information:	
Company:		Article description:	
Address:		Article number:	
Country:		Serial number:	
Contact person:		Machine number:	
Phone number:			
Email address:			
Date of return:			

Reason for return (please tick):

- ☐ Repair needed ☐ Wrong delivery ☐ Warranty ☐ Transport damage ☐ Return
☐ Other:

(Free text)

Checklist (please tick):

No.	Question	Yes	No
1	Is the item complete?		
2	Has the item been used?		
3	Are there any visible damages (scratches, dents, cracks etc.)?		
4	Have any technical modifications been made to the product?		
5	Have any cleaning or maintenance work been performed?		
6	Are there any damaged electrical or mechanical components?		
7	Are there any unusual noises or vibrations during operation?		
8	Has the product been damaged due to improper use (e.g., crash)?		
9	Was there any consultation with customer service before the return?		
10	Has the product been stored for an extended period?		
11	Is there any previous repair or maintenance history?		

Condition of the product (please check):

Please select the desired condition (revision level) of the product:

- ☐ **Like new** – No signs of use, fully functional
☐ **Used, functional** – Light signs of use, technically in good condition

Condition of the product (please tick):

- ☐ **Defective, repairable** – Malfunction, repair possible
☐ **Defective, irreparable** – Sever damage,
☐ **Unclear** – Condition unclear, please check

Date:	Customer's signature:
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