

Dear customer,

The CERTUSS GmbH is always endeavored to only deliver flawless products. Nevertheless, repair returns can never be completely avoided. To be able to process the return and RMA processing rapidly and swiftly, we would to ask you to be sure to comply with the following procedure:

- Please make sure that there really is an actual defect before return delivery. For unjustified claims we calculate a test and processing fee of Euro 100.

Further costs may occur if parts have to be checked at the sub-supplier.

- Transport damage should be reported immediately to the relevant transport companies.
- If not available, you can download the RMA form from the Internet. <https://www.certuss.com/downloads>
The required RMA number and/or the form can also be requested under Service@certuss.com or alternatively under +49 (0)2151 578123.
 - Always specify the delivery note number and the CERTUSS part number so that we can assign your claim.
On working days (Mon-Fri) you receive a confirmation with the RMA number from us within 24 hours, if required.

Return of defective products in a sufficiently thick padding which is suitable for dispatch. Suitable and transport-proof packaging for freight goods.

Required details for return

RMA number, filled-in RMA form

Always attach the RMA number clearly visible on the outside of the package.

Please enclose the completed RMA form with the package.

Comprehensive error description (on the RMA form or, if required, on a supplementary sheet).

The correct and complete invoice number as well as the correct article description.

Type of desired regulation (this specification is not mandatory for us).

All carriage-forward shipments as well as shipments without RMA number cannot be processed and the acceptance of the shipment will be declined.

The goods are checked and repaired or replaced by us. The repair period may be extended if, for example, spare parts have to be procured or, potentially, a repair is only possible through the corresponding manufacturer/supplier. Information about the processing status is provided by our order processing department (Versand@certuss.com).

The guarantee expires prematurely if:

The goods were packaged incorrectly and dispatched.

The specifications during the commissioning or during operation were not complied with, damage occurred due to external intervention, if there is mechanical damage to the goods or if the instructions in the technical documentation were not followed.

In the case of articles which were modified by the customer, clarification has to be sought with our technical service in advance as to whether they can be analysed or repaired by us. Please specify the name of the customer service representative with whom you discussed the process and please also specify the analysis authorisation on the RS form.

Products that were contaminated with substances harmful to one's health or the environment, must not be sent in and are returned by us unprocessed and you are liable to pay the costs.

Yours sincerely

CERTUSS GmbH

Date: RMA No.:
 (is assigned by CERTUSS)

Sender

Company:
 Street, Nr.:
 Building section,
 department:
 Postal code/City:
 Technical contact: E-mail:
 Phone: Fax:

Purchase data

Customer no.: Order / Delivery note no.:
 Specification of the main structural component: Article No.:
 Return amount: Operating hours (system/component):
 If part cannot be repaired: ☐ Scrap ☐ Return to sender
 Further notes:

Advance replacement ☐ already received ☐ Requested

Exact error description

Supplementary sheet ☐ If space is not sufficient
 Discussed in advance with CERTUSS employee: (Name)
 Desired regulation: ☐ Repair ☐ Replacement ☐ Analysis ☐ Credit
 Error type: ☐ Guarantee ☐ Personal negligence ☐ Transport damage
 Cost estimate required? ☐ Yes ☐ No
 The part was modified ☐ Yes ☐ No

For replacement/credit: ☐ The goods were returned unused and complete.

Declaration of clearance in case of repair

- ☐ We herewith confirm that the returned product is neither contaminated with substances harmful to one's health or the environment.
☐ Declaration of decontamination has been filled in and has been enclosed with the system.

Appendix to RMA form:

☐ Customer delivery note ☐ Photo ☐ Decontamination form ☐ Miscellaneous

☐ Heating system damage:

When the heating system is returned for a damage report or repair quotation, scrapping is automatically ordered if a repair is not ordered within three months of receipt. During this period, CERTUSS will store the heating system free of charge. The e-mail dispatch time stamp applies here. The costs incurred for this, amounting to a flat rate of €250 for the scrapping process, will be charged to the returning company. The heating system can be collected from the Krefeld site before the end of the storage period. A chargeable return shipment in unprocessed condition can also be ordered within this period.

.....
 Company stamp Date Name in block letters Signature

Notes:


- The shipment is only accepted after previous consultation.
- We charge a processing fee of Euro 100 for unjustified claims.
- We only take back unused and originally packed goods for return/credits.
- No processing without RMA number.

The fully completed RMA form must be enclosed with the return and the RMA No. must be applied clearly visible on the outside of the package!

Declaration of decontamination

Due to statutory regulations on the protection of our employees and operating facilities we require the signed "Declaration of decontamination" before your component can be processed. This must be attached to the outside of the packaging. Otherwise we cannot accept your shipment.

Delivery address:
CERTUSS GmbH
Hafenstraße 65
47809 Krefeld
Germany

For questions:
02151/578-123
Krefeld@certuss.com

Device type:

Serial number:

Process data:

Temperature [°C]:

Pressure [bar]:



Warning signs for liquid:

| | Media/ concentration | CAS No. | Flamm- able | Toxic | Caustic | Harmful/ irritating | miscellaneous | Not cate- gorized as dangerous |
|------------------|-------------------------|---------|--------------------------|--------------------------|--------------------------|--------------------------|---------------|--------------------------------------|
| Contaminant 1 | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| Contaminant 2 | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |

Each substance (chemical, dosing medium, cleaning agent, other additive) apart from drinking water, which has come into contact with this component on the inside or outside has to be specified.

Error description and other specifications:

Specifications about the sender

Company:

Phone:

Contact partner:

Fax:

Street:

E-mail:

Postal code, city:

Your order number:

We confirm that the present declaration has been filled in truthfully according to our best knowledge and that the returned parts were cleaned thoroughly. They are therefore free of residues in dangerous quantitie.

Company stamp

City, date

Department (please complete with block letters)

Signature