

Returns form

Dear sender,

For optimal logging of your return and in order to ensure the safety of our employees, we request that you complete this returns form and the associated decontamination declaration in full. Both documents should be enclosed with the shipping documents and attached outside the packaging.

Please understand that we are only able to accept and examine cleaned / decontaminated devices. Returns which have been exposed to hazardous substances and have not been correctly decontaminated will not be processed and will be returned to you at your own expense.

Sender's contact details

Company name: Contact person:
 Street: Phone number:
 Postcode and city: Email:

Device information

Art. nos.: Serial numbers:
 Quantity: Designation:

Reason for return

☐ Repair ☐ Calibration ☐ Complaint
☐ Incorrect quantity ☐ Incorrect product ☐ Incorrectly ordered
☐ Incorrect address ☐ Transport damage ☐ Sample return

Description of the problem / other comments:

Details of the operating conditions

Pressure [bar]: Temperature: [°C]: Medium:

Cleaning In Place (CIP)

☐ Yes ☐ No Duration [min.]: Temperature: [°C]:

Frequency [number per week]: Medium:

Sterilisation in Place (SIP)

☐ Yes ☐ No Duration [min.]: Temperature [°C]:

Frequency [number per week]: Medium:

Are there vibrations in the system / section of pipeline?

☐ No ☐ Weak ☐ Strong ☐ Very strong









Decontamination declaration for returned goods

Information regarding contamination

The device came into contact with hazardous substances: ☐ Yes ☐ No

The device was contaminated with (substance name / chem. formula):

The stated substance is considered to be:

<input type="checkbox"/> Safe	<input type="checkbox"/> Environmentally hazardous		<input type="checkbox"/> Corrosive, caustic, irritant	
<input type="checkbox"/> Hazardous 	<input type="checkbox"/> Toxic		<input type="checkbox"/> Oxidising, flammable	
<input type="checkbox"/> Explosive 	<input type="checkbox"/> Combustible		<input type="checkbox"/> Carcinogenic, hazardous to health	
<input type="checkbox"/> Other: <input type="text"/>				

The devices have been correctly cleaned / decontaminated: ☐ Yes ☐ No

What type of cleaning and / or decontamination (inside and outside the product) has been carried out so that no danger is posed to people and the environment?

Might there be residual contamination? ☐ Yes ☐ No

If yes, on what parts?

Other information or comments:

Please note!

Repairs are not possible if the device is used in extremely hazardous chemicals or if the devices have come into contact with radioactive or biohazardous materials. Please dispose of these devices correctly.

Declaration

With the signature below, you declare that you have completed this declaration fully and truthfully to the best of your knowledge, and that the parts being returned have been thoroughly cleaned / decontaminated. They are therefore free from hazardous quantities of residues. The sender is liable for all damages resulting from unmarked decontamination of the returned devices.

Date / place

Signatory's name in block capitals

Signature and company stamp