RMA (Return Merchandise Authorization)

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Returns / Repairs

Dear E+L Customer,

It is our intention to provide equipment that is reliable and exactly meets your requirements. If, despite our efforts, the equipment does not function correctly, we would ask you to proceed as described below to make sure your problem can be solved quickly.

First check: Before returning a part or equipment, please check the operating instructions and make sure there is a defect or malfunction, not an operating error. For any further help, please call our hot line on +49-821-2435-599 or your usual contact at E+L.

If the problem is still unresolved than please complete the Return Merchandise Authorization form, which accompanies the original documentation.

Please note: To make sure your complaint can be treated promptly, please give a detailed description and indicate what kind of problem you have and when it occurs. Only forms filled in correctly can be dealt with!

Transport/postage: Please return the equipment in the original package or equivalent to your responsible subsidiary or affiliate. Please refit transport screws etc. where appropriate.

As a matter of principle we cannot grant warranty where the equipment has been tampered with by a third-party, the ID numbers or type labels have been removed, mishandling or transport damage.

Please return the goods "free house"; in the case of warranty we will send them back "postage paid".

Repairs: For repairs beyond the warranty period we will issue a non-binding cost estimate. If the equipment is not repaired then the charge for the estimate is 80,00 € (plus freight and packing charges, if the defective equipment is returned to you).

Returns: For returns beyond the warranty period we reserve the right to deduct handling costs from the credit note of a minimum of 15 % of the invoiced value of the goods. We cannot grant any credit for equipment that is not considered as new.

FOR--250764-EN-05

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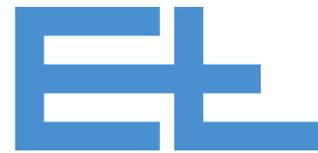
Customer No. _____

Company _____

Address _____

Zip Code, City _____

Contact name _____

Telephone, fax, e-mail _____

Number of original O.C./ Delivery note/ Invoice _____

Number of exchange Order/ Delivery note/ Invoice _____

If you have any questions, please contact Mr. Martin Wende
Tel.   +49 (821) 24 35 - 446
Fax.   +49 (821) 24 35 - 695
E-mail   rma@erhardt-leimer.com

☐ **Repair** (repaired parts will be returned to customer)

☐ **Return** (parts stay with E+L Augsburg)

The following parts will be returned:

Pos.	Qty	Mat. No.	Designation	ID No. if available
1.				
2.				
3.				
4.				
5.				

Reason for return

☐ wrong parts ordered (customer)	☐ equipment on loan basis	☐ over delivery	☐ equipment defective
☐ wrong parts delivered (E+L)	☐ warranty replacement	☐ delivery was cancelled	☐ _____
☐ equipment on trial basis	☐ spare parts for service	☐ transport damage	☐ _____

If the reason for return is "equipment defective", please briefly explain the defects of each item concerned.
"Out of order" is not an adequate or helpful explanation.

_____

_____

_____

_____

_____

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FOR--250764-EN-05

Date _____   Completed by _____

Thank you for filling out the form carefully and legibly and sending it with the equipment concerned.