

Return Material Request Form



Please send the completed form to: Service.Buschjost@imi-precision.com

RMA Number: _____

Return to address:

Buschjost GmbH
Detmolder Straße 256
D- 32545 Bad Oeynhausen

Customer Information:

Company Name/Number: _____ Customer Reference No.: _____
Contact Name: _____ Email / Phone Number: _____

Product Information:

Part Number: _____ Quantity: _____
Original Customer Order No.: _____ Serial Number/Date Code: _____

Reason for Return:

- Stock return (*unused product*) for credit
- Warranty repair / Defective product
- Out of warranty repair / Service (*To expedite the repair process, submit a purchase order with the maximum value you authorise for the repair. If no purchase order is submitted, we will contact you with a quote before performing the repair.*)
- Logistic error / Received incorrectly
- Investigation only / Application concern

Problem Description: *To enable quick evaluation, provide complete details (including application condition when the failure occurs such as pressures, voltages, environment, and medium) and photos to fully describe the failure. Attachments are encouraged if you require more space. Other information such as failure percent and how detected is helpful.*

What is the issue?

How was it detected?

Is this a repeat issue?

Customer Technical Contact, for the person most knowledgeable about this particular problem:

Name: _____ **Email:** _____ **Phone Number:** _____

ATTENTION! Legal regulations for the protection of the environment and personnel require that you include the completed and signed goods return declaration with your dispatch documents.

If this declaration is not completed or included with the dispatch documents, your return will not be processed!

If the valve / device was operated with poisonous, corrosive, flammable, aggressive or water endangering media, all parts exposed must be emptied carefully, decontaminated and rinsed. Use appropriate packaging; label it with the media details.

Medium (and add material safety data sheet):

Please tick the relevant warning labels:



radioactive substances or ionizing radiation



explosive substances



corrosive substances



poisonous substances



harmful or irritating substances



biohazard



flammable materials



hazardous material



harmless

Instructions: (failure to comply will result in refusal of shipment or return at shipper's expense).

- All packages must have approved RMA# (see above) clearly marked outside, and a copy of this completed form inside.
- The RMA# is valid for 30 days (Germany) or 60 days (International).
- All returned goods are to be sent via PREPAID shipping method.
- Items held >30 days from repair quote date, waiting for customer approval or instructions, are subject to return / disposal.

Confirmation: I hereby declare that the information supplied is correct and that the returned parts are in compliance with safety regulations. There is no danger from the remains of media for persons or for the environment.

Signature: _____

Date: _____