

# Return Material Request Form

**RMA**

Number: \_\_\_\_\_

**Return to  
Address:**

Buschjost GmbH  
Detmolder Straße 256  
D - 32545 Bad Oeynhausen  
Germany

**Customer Information:**

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

**IMI Customer Service Information:**

Company Name: Buschjost GmbH Contact Name: Service Team  
Number: \_\_\_\_\_ Email: service.buschjost@imi-precision.com  
Phone Number: +49 5731 – 791 - 0

**Product Information:**

Part No. Buschjost GmbH: \_\_\_\_\_  
Part No. Customer: \_\_\_\_\_ Quantity: \_\_\_\_\_  
Original Customer Order No.: \_\_\_\_\_ Serial Number/Date Code: \_\_\_\_\_

**Reason for Return:**

- ☐ Stock return (unused product) for credit ☐ Logistic error / Received incorrectly  
☐ Warranty repair / Defective product ☐ Investigation only / Application concern  
☐ 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.)*

**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:**

**Please tick the relevant warning labels:** (and add material safety data sheet):



☐  
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).

1. All packages must have approved RMA# (see above) clearly marked outside, and a copy of this completed form inside.
2. The RMA# is valid for 30 days (from within the country of origin) or 60 days (International).
3. All returned goods are to be sent via PREPAID shipping method.
4. 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: \_\_\_\_\_

Please send the completed form to:

Email: [service.buschjost@imi-precision.com](mailto:service.buschjost@imi-precision.com)

Fax: +49 5731 – 791 - 308



**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?
Application Details:
How was it detected?
Customer Impact?
Is this a repeat issue?