

Instructions for returning goods

Dear customer,

please follow the instructions below when you are returning goods to us:

1. Completely fill in the „Request for returning goods“ that is at the end of this document and send it to SPECTRUMA Analytik GmbH (see below). Please use a separate form for each product to be returned. For vacuum components (pumps, valves etc.), you as the user, have to declare whether or not those components are free of contamination by toxic substances. This is requested by the manufacturers of those components. Please also read our additional „Commercial terms for returning goods“ at the end of this document.

Important:

If you request a service that is liable to pay the costs (repair, spare parts delivery) in conjunction with this return, then please add a binding and legally valid order for this service.

2. After this information is processed, you will get a so called „RMA Number“ from SPECTRUMA Analytik GmbH via fax or e-mail.

Important:

Please contact us via RMA@spectruma.de in any way if you have returns from abroad before to clarify customs duty details.

In cases of warranty

- specify “Incoterm“ as “DAP, Hof“.
- Ship goods up to 20 kg with UPS.
- use our customer account number, if we consider this necessary. You are only allowed to use the number once linked to the specific RMA-procedure.

In any other cases:

- specify “Incoterm“ as “DDP, Hof“ an.
- ship goods up to 20 kg by UPS, also using our customer number if applicable.

Ignoring this will mostly result in significant additional costs and delays of your goods. We reserve the right to not accept the shipment if it does not comply to those requirements.

3. Hints for packing the goods:

- Put the whole accessories of the main product to the shipment, i. e. cables, fittings etc.
- Make sure that all liquids (i. e. oil) are drained and gases are flushed.
- If you get a product in pre-exchange service – regardless if in case of warranty or as an exchange part with costs – please use the delivered packing material of the exchange part to return the faulty parts. SPECTRUMA Analytik GmbH is not obligated to provide suitable packing materials.
- Pack the product safely to avoid transport damages. The customer takes the risk of damage or loss on shipping. If applicable, the goods have to be insured according to their value.
- Clearly label the package with the RMA-number. Use the RMA tag provided, on which the RMA-number and the consignee's address is stated correctly. Packages without an RMA-number written clearly on its outside will not be accepted. This leads to delays and added transport costs.

4. Only return products for which you have got an RMA-number. If there are products in the package that are not covered by the RMA-number, we will return them without processing, either freight forward or together with the possible re-shipment of repaired products.
5. If you like to have pre-exchange service in case of warranty or in case of parts that are otherwise obligated to be returned for exchange, then attach an official order of the pre-exchange part to the RMA-form. The pre-delivered part will be charged with a payment target of 30 days. Please return the old part within 15 workdays. After inspection of the complained goods, you will get a credit note. Alternatively, we remit the repaired or exchanged part to you on your request. If we do not get back the old part within the payment target of 30 days, then there is no obligation to us anymore to accept it and check it for warranty.
6. Ship the goods to the address provided by us. You will get it together with the RMA-number on a tag to be printed out by yourself. The customer pays the costs for the return shipment regardless if it is a matter of warranty or a repair after the warranty period.
7. The return shipment must comply to all applicable transport regulations as well to the requirements of the carrier that is ordered by you.
8. Send the completely filled RMA-request together with possible other documents to:

SPECTRUMA Analytik GmbH
Fabrikzeile 21
D-95028 Hof / Saale – Germany
Via Telefax an +49 9281 83308-28
Via E-Mail an RMA@spectruma.de
9. Please use the notified RMA-number for any related correspondence of this concern.

Commercial terms of business for returning goods

The following terms apply additionally to our general terms of business.

1. The customer pays the costs of the return shipment.
2. The return shipment must comply to the valid transport regulations as well as to the requirements of the carrier that is ordered by the customer.
3. For components of the vacuum system, the customer has to declare whether or not they are contaminated by toxic, radioactive or other substances that are harmful or dangerous.
4. Damaged parts that are either (pre-)exchanged because of warranty, or that are otherwise obligated to be returned as they are exchange parts, must be returned within 15 days after receipt of the RMA-number. The day of goods receipt is relevant. Pre-exchange parts are parts that are delivered for repair purposes under warranty claim and for which the old part must be returned for inspection. Exchange parts are parts that are delivered for repair purposes without warranty claim and for which the old part must be returned for repair and re-use. All kinds of exchange parts will be charged at first. If warranty or repair ability is confirmed, then the customer gets a credit note.
5. If parts are delivered as a pre-exchange part, the returned parts will be inspected by SPECTRUMA Analytik GmbH itself or they are forwarded to the related supplier for inspection. The same applies on exchange parts without warranty claims.
6. In cases where it is assessed that the damage is not covered by the warranty terms (i. e. due to inadequate operation, unconventional usage, unauthorized modification, improper environment conditions etc.) or if old parts that are obligated to be returned, are irreparable, the delivered exchange parts will not be credited. The same applies if the return period of the old parts is exceeded. In that case, the customer agrees to pay the invoices of the parts that were delivered in (pre-)exchange. There is no further obligation to us for acceptance of the old parts then.
7. Parts that are exchanged pass into the property of SPECTRUMA Analytik GmbH, if they were credited to the customer.
8. If SPECTRUMA Analytik GmbH agrees to return wrongly ordered products or such that are delivered as an exchange in advance, but the old parts turn out to be not damaged, then SPECTRUMA Analytik GmbH is legitimated to invoice expenses of up to 30 % of the purchasing price. In case of returned goods that are accepted, a credit note will be established by SPECTRUMA Analytik GmbH after inspection of those. Debit notes by the customer will not be accepted.
9. If the customer requests an estimation of cost after inspection, the repair should be ordered within two weeks after receipt of the cost estimation. If the repair is not ordered within this time, then SPECTRUMA Analytik GmbH is legitimated to return the parts without repair, but invoicing the expenses for establishing the estimation of costs as well as the expenses for freight.
10. A successful repair or successful maintenance or a successful installation of an update or a successful modernization of a device or a assembly can not be guaranteed for devices or assemblies older than ten years by SPECTRUMA Analytik GmbH. If the repair, maintenance, update or modernization like offered should not be successful SPECTRUMA Analytik GmbH has to be paid correspondingly to the efforts in any case. Furthermore the liability of SPECTRUMA Analytik GmbH for irreversible damages or secondary damages which occur during or due to repair, maintenance, update or modernization is excluded. SPECTRUMA Analytik GmbH can not be made responsible for down time of the mentioned device or related costs in all cases.
11. SPECTRUMA Analytik GmbH can not be held responsible if repair, maintenance, updates or modernizations can not be executed due to no longer available spare parts.

RA – _____ (filled in by SPECTRUMA Analytik GmbH)

Request for returning goods

Please pay attention to our instructions and to our commercial terms on returning goods. You can type in all information directly in this form and then print it out. Please use a separate form for every product to be returned.

Company name:

Contact person:

Address:

Phone / Fax:

E-Mail:

Serial no. of the device:

Goods returned / Designation:

Spectruma part no.:

Serial no. of the product:

No. of original invoice or del. note:

Reason of return: Faulty part under warranty claim without pre-exchange
 Faulty part under warranty claim with pre-exchange

Order number for pre-exchange part:

- Faulty part for repair after inspection and costs estimation
 Faulty part for repair without costs estimation
 Wrong part delivered
 Wrong part ordered
 Other reason:

Error description:

Contamination: Yes No

The terms of business for returning goods are accepted.

Date

Customer's signature

Name in block letters