



Return Material Authorization (RMA)

Dear customer

We understand that you would like to return an Evatec product.

To submit a RMA request, please complete the following form and return it to the following email address: repair@evatecnet.com

RMA#

Once we receive the completed form, an RMA number will be issued. Please reference the RMA number on your paperwork for tracking.
(Sections marked blue may be left free and will be completed by Evatec)

1. COMPANY INFORMATION			
Company name		Contact person	
Address		Phone	
Zip Code / City		Email	
Country		Date	
Customer PO no.			

2. REASON FOR RETURN			
Paid Repair	<input type="checkbox"/>	Exchange	<input type="checkbox"/>
Warranty Return	<input type="checkbox"/>	Wrong delivery	<input type="checkbox"/>
Other Return Reason:			

3. PRODUCT IDENTIFICATION						
Qty	Material #	Description	Serial #	HTS #	Origin	ECCN Export Control Classification No

4. FAULT / PROBLEM DESCRIPTION (always required)	
Material #	Failure description

5. DECLARATION OF CONTAMINATION		
<p>Please note that all equipment needs to be cleaned properly prior to dispatch to us.</p> <p>Radioactively or microbiologically contaminated equipment needs to be labeled with proper identification, otherwise, we can not receive.</p>		
<p>The products listed on page 1 (please complete all information below)</p> <p><input type="checkbox"/> WERE NOT exposed to toxic or hazardous substances</p> <p><input type="checkbox"/> WERE exposed to toxic or hazardous substances. In such a case, please mark the harmful substances, which have been in contact with the product(s).</p> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 20%;"><input type="checkbox"/> toxic</div> <div style="width: 20%;"><input type="checkbox"/> corrosive</div> <div style="width: 20%;"><input type="checkbox"/> caustic</div> <div style="width: 20%;"><input type="checkbox"/> radioactive</div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 20%;"><input type="checkbox"/> microbiological hazard</div> <div style="width: 20%;"><input type="checkbox"/> flammable</div> <div style="width: 20%;"><input type="checkbox"/> explosive</div> </div> <p><input type="checkbox"/> other harmful substances</p> <p>➔ Please send us a copy of the relevant material safety data sheet (MSDS) of each marked up pollutants along with this form to: repair@evatecnet.com</p>		
<p>I / we hereby confirm that the information supplied on this form is complete and accurate. The dispatch of the equipment will be in accordance with the appropriate regulations covering packaging, transportation and labeling of hazardous substances.</p> <p>Date:</p> <p>Name (block letters): Signature: Company stamp:</p> <div style="text-align: center; margin-top: 20px;"> <hr style="width: 20%; margin: 0 auto;"/> </div>		

6. RETURN INSTRUCTIONS	
Package:	Please label the package clearly with our RMA number Please enclose the completed and signed "RMA Request Form" in the package
Incoterms to use:	DAP: Paid Repair, Exchange FCA: Warranty returns FCA Shipments are to be shipped in line with the Evatec shipping instructions:: http://www.evatecnet.com/terms-of-business
Delivery address:	Evatec AG Repair center Hauptstrasse 1a 9477 Trübbach Switzerland