

 **RMA**
RETURN MATERIAL AUTHORIZATION

RMA/SRQ Number:

Date of issue:

issued by:

Customer name and address:

Ferrovac responsible contact:

Product	Serial No.	Order No.	Failure description

Please complete and sign this form, and return it together with the defective device(s), in the original packaging where possible, to:

FERROVAC AG
SERVICE DEPARTMENT
THURGAUERSTRASSE 72
8050 ZURICH
SWITZERLAND

Date & Place:

Signature:

[THIS SIDE NEED NOT BE RETURNED TO FERROVAC]



RETURN INSTRUCTIONS:

PLEASE FOLLOW THESE STEPS WHEN RETURNING GOODS.

1. Get in contact with Ferrovac, if this has not already happened - service@ferrovac.com.
2. After discussing the details of your case with Ferrovac, you will receive a quotation & RMA/SRQ number from a Ferrovac employee.
3. For out-of-warranty cases, send an order with the quoted position(s) to sales@ferrovac.com.
4. Fill out the **RMA form** and **decontamination declaration** forms, and send these as PDF to service@ferrovac.com [¹].
5. Pack all goods into the original packaging [²] ensuring the goods are afforded adequate mechanical and environmental protection. The RMA number must be visible on the package(s). Include a paper copy of the forms from point 4.
6. Organize shipping to Ferrovac.
Important: make sure that you use the correct customs documentation to return the goods.
If you don't know how to do this, please contact your internal shipping department or the Ferrovac Sales/Administration team [³].
7. As soon the packages are picked up by your forwarder send the tracking number to service@ferrovac.com.

You will be contacted as soon the goods arrive at Ferrovac, and will be notified when an analysis by our technicians can take place.

¹ Ferrovac reserves the right not to accept packages where an RMA number is missing/not visible or goods are contaminated. Costs for returning goods to Ferrovac are carried by the customer unless otherwise agreed.

² If the original packaging is no longer available:

- Ferrovac rejects any liability for transport damage.
- Ferrovac may use & charge for new original packaging to ship the goods back to customers after the work is completed.

³ Ferrovac rejects any liability to costs incurred due to false declarations or documents and reserves the right to charge for incurred costs.