

Revision:	2	
Created:	08.11.2024	Daniel Holtgreve
Verified:	27.11.2024	Hans-Jörg Rumm
Approved:	27.11.2024	Hans-Jörg Rumm



RMA SERVICE DOCUMENT

GENERAL CUSTOMER INFORMATION

Company Name:		
Contact Person:		
Address:		Country:
Email:	Phone:	Date:

PRODUCT INFORMATION

Shipment information: Please don't send any glassware and pack your M&C product in such a way as to avoid further damage from shipping.

Item Description:
Serial Number(s):
Your Order Number:

ERROR DESCRIPTION AND DETAILS FOR THE REPAIR SERVICE:

The person listed as the contact person declares that the returned M&C TechGroup Germany GmbH product has been carefully cleaned before delivery to us and that all information on this form is correct.

Our products are often used to convey aggressive media. If M&C products are sent to us for repair or after a loan interval or similar, they must be cleaned prior to dispatch. Furthermore, we need the document filled in back to be able to check your M&C product and repair it if needed. This measure is necessary in order to comply with the applicable occupational health and safety and environmental protection regulations. Products whose conveying media are classified as harmful to health must not be sent to us for repair without prior consulting our technical service department. In case of non-compliance, we reserve the right to dispose of all contaminated parts at our expense prior to inspection or to return the M&C product unrepaired at your expense. In case of incorrect information and resulting damage to M&C, legal consequences will be taken.

Pumped medium: _____ Harmful? Yes No

Contaminated parts cleaned?
 Yes No Other: _____

During repair work further defects can be detected, which have not been visible at the first inspection. Thus the prices in the calculation are only estimates. Prices and delivery times are subject to change during the repair process.

- ▶ Repair costs are due after billing without any reduction
 - ▶ Disposal for our evaluation and disposal fee if product is not repairable
 - ▶ Unrepaired return for our evaluation fee plus freight and packaging costs
 - ▶ Location-specific product testing and repair
- Ratingen: Products for gas conditioning (coolers, pumps, etc.), analyzers, heated sample lines, BA, SCC-S
 Aach: Products for gas sampling (SP, PSP, HEX, etc.), CG, SCC (exception SCC-S)

RETURN ADDRESS

M&C TechGroup Germany GmbH
 Service Department
 Rehhecke 96, 40885 Ratingen, Germany

M&C TechGroup Germany GmbH
 Service Department – Edwin Henninger
 Im Hirtenstall 9, 78267 Aach, Germany