

RMA Form

Please return for: <input type="checkbox"/> ANALYSIS <input type="checkbox"/> CREDIT NOTE	Please send back by e-mail: RMA@geiger.de or fax: +49 (0) 7142 938 230	Entry date* <input style="width: 100%;" type="text"/> RMA No.* <input style="width: 100%;" type="text"/> <small>* To be filled by Geiger</small>
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Company name	<input style="width: 100%;" type="text"/>
Customer No.	<input style="width: 100%;" type="text"/>
Your order No.	<input style="width: 100%;" type="text"/>
Contact person	<input style="width: 100%;" type="text"/>
Phone	<input style="width: 100%;" type="text"/>
Fax	<input style="width: 100%;" type="text"/>
E-Mail	<input style="width: 100%;" type="text"/>

Project	<input style="width: 100%;" type="text"/>
Dispatch date (ex-works)	<input style="width: 100%;" type="text"/>
Original packaging?	<input type="checkbox"/> yes <input type="checkbox"/> no
Goods picked up by Geiger?	<input type="checkbox"/> yes <input type="checkbox"/> no
Pick up address	<input style="width: 100%;" type="text"/>
Pick up times	<input style="width: 100%;" type="text"/>
Contact person	<input style="width: 100%;" type="text"/>
Phone	<input style="width: 100%;" type="text"/>
Qty of packages, dimensions, weight	<input style="width: 100%;" type="text"/>

Return 1

Qty	Unit designation	Part No.	Series No.	Defect No. (see explanation)	Geiger order No.	Delivery date	Approved*
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="checkbox"/>
Detailed error description (please always fill in) <input style="width: 100%; height: 100%;" type="text"/>							

Return 2

Qty	Unit designation	Part No.	Series No.	Defect No. (see explanation)	Geiger order No.	Delivery date	Approved*
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="checkbox"/>
Detailed error description (please always fill in) <input style="width: 100%; height: 100%;" type="text"/>							

Explanation of error numbers

- | | | |
|-------------------------|---------------------------|-----------------------|
| 1 Safety | 3 Function | 3.5 Incorrect setting |
| 2 Logistics, processing | 3.1 Never worked | 3.6 Sporadic error |
| 2.1 Incorrect content | 3.2 Stopped functioning | 4 Other |
| 2.2 Missing parts | 3.3 Specification not met | |
| 2.3 Damaged | 3.4 Incorrect mounting | |

RMA - Return Material Authorization

Dear Madam, dear Sir,

We truly hope that you are always satisfied with our products. In the event that a return shipment should be necessary, we kindly ask you to observe the following procedure so that returns are traceable and problem-free at all times.

1. Request RMA from Geiger

For return deliveries please always request a RMA number prior to shipment.

E-Mail: RMA@geiger.de

For RMA please **only** use following numbers:

Phone: +49 (0)7142 938 192

Fax: +49 (0)7142 938 230

To provide you with a RMA, please first fill in this form.

Download: www.geiger.de/nc/en/downloads/general-information.html

2. Return shipment of goods / Contact (RMA)

Please note: Processing without previously issued RMA is NOT possible!

- The goods must be professionally packed.
- Attach the completely and legibly completed RMA form and a copy of the delivery note or invoice to your return shipment.
- Mark the RMA number on the outside of the package (please do not write on the original product packaging).

Ship (free of charge) to following address:

For EU member states

Gerhard Geiger GmbH & Co. KG
Schleifmühle 6
D-74321 Bietigheim-Bissingen
Germany

For non EU countries

Before returning the goods please contact our RMA department regarding the correct documentation. Make sure that either our original order confirmation number and/or the relevant serial number are available.

The shipment must be addressed to:

Gerhard Geiger GmbH & Co. KG
Schleifmühle 6
D-74321 Bietigheim-Bissingen
Germany

Final airport of destination: Stuttgart

The customs invoice must contain the following address:

Gerhard Geiger GmbH & Co. KG
Schleifmühle 6
D-74321 Bietigheim-Bissingen

Your Geiger Customer Service

Gerhard Geiger GmbH & Co. KG

Schleifmühle 6 | D-74321 Bietigheim-Bissingen

Phone +49(0)7142 9380 | Fax +49(0)7142 938 230 | info@geiger.de | www.geiger.de

Bietigheim-Bissingen | County Court Stuttgart HRA 300591 | USt-IdNr. DE145002146

General Partner: Geiger Verwaltungs-GmbH | Bietigheim-Bissingen | Registered in the County Court Stuttgart

Managing Directors: Dr. Marc Natusch, Roland Kraus | WEEE-Reg.-Nr. DE47902323